

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 13-01-CBP-0006 Box 1  
**Date:** Thursday, October 25, 2012 11:17:00 AM  
**Attachments:** [image001.gif](#)

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The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) @HQ.DHS.GOV]  
**Sent:** Wednesday, October 24, 2012 2:04 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 13-01-CBP-0006

DHS OIG,

Summary of a new complaint for your review:

On October 3, 2012, CRCL received a courtesy copy standard mail correspondence dated September 21, 2012 from B(6), an attorney at South Texas Pro Bono Asylum Representation Project (ProBar) on behalf of B(6) an unaccompanied minor currently located at the International Education Services (IE Shelter) in Los Fresnos, Texas. The letter is addressed to DHS OIG, with cc to CRCL, the JIC, CBP and others. B(6) who is represented by South Texas Pro Bar with regard to this matter alleged that he was verbally abused by Border Patrol personnel in or near Rio Grande City, Texas. Allegedly on September 2, 2012 when B(6) was questioned by BP B(6), he was called gay, and a "she-male". Agent LB(6) said that "these people just come here to get a sex change operation", and then proceeded to say, in Spanish, how "I don't give a fuck" how these documents are filled out. When B(6) alleges he was asking a question, Agent B(6) refuted by telling him to get off his pedestal, and threatened to send him to federal prison.

B(6) was kept at another Border Patrol Station for three days, and was not transferred

until he requested to speak to a representative from the Honduras consulate.

Thank you.

**B(6)**

Office for Civil Rights and Civil Liberties

Department of Homeland Security

**B(6)**

[dhs.gov](http://dhs.gov)

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0225 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:23:39 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Wednesday, June 25, 2014 12:22 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0225 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 15. EARM records show that the UAC was detained at the Otay Mesa Port of Entry in

California on April 20, 2014. She was transferred to HHS ORR custody on April 22, 2014. The UAC claims that CBP agents mocked her and abused her. When they searched her they forced her legs apart and touched her private parts so hard she screamed. The UAC was held with both children and adults. She claims the cell was cold and dirty. She wasn't fed frequently and only received juice to drink. The food made her sick but she was denied any medical treatment. Additionally, her personal belongings were not returned.

**B(6)**

***Office for Civil Rights and Civil Liberties  
Department of Homeland Security***

**B(6)**

[hq.dhs.gov](http://hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*



**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:12:08 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:08 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 16. According to EARM records, on April 17, 2014 she was apprehended by Border Patrol

agent B(6) in San Ysidro, California near, the San Diego Sector, and then transported to the Imperial Beach Station for further processing. The UAC alleges that she was apprehended by a plain clothes agent who questioned her about why she crossed, which she informed he about the threats her family received targeting her and the disappearance of her brother, but the agent told her that she was lying and would not be allowed to stay. The EARM records do note her credible fear claim. She also alleges that the food smelled spoiled, so she did not eat, the bathroom was in view of the other detainees, there were no hygiene items, the solar blanket had someone else's food residue, and she was separated from her older brother.

Thank you.

B(6)

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** CRCL\_DHSOIGHotline  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6) [a](#)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0245 (UAC Bundle need Urgent Response)  
**Date:** Friday, July 11, 2014 12:31:00 PM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, July 11, 2014 12:22 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)  
**Subject:** CRCL Complaint Number 14-09-CBP-0245 (UAC Bundle need Urgent Response)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC B(6), age 16. According to EARM records, the UAC was apprehended by Border Patrol in February 9, 2014 near Rio Grande City, Texas in the Rio Grande Valley Sector and taken to the Rio Grande City Station for processing. The UAC alleges that he was never

given water during his 4 days in CBP custody. He says he received frozen food twice a day that made him sick. When he asked to see a doctor, agents ignored him. The UAC claims that agents would yell at him and hit him when he fell asleep. Additionally, his personal belongings were never returned.

**B(6)**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B(6)**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** CRCL\_DHSOIGHotline  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0236  
**Date:** Friday, July 11, 2014 12:45:00 PM  
**Attachments:** [RE CRCL Complaint Number 14-09-CBP-0236 \(Part of UAC Bundle\).msg](#)  
[image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, July 11, 2014 12:20 PM  
**To:** CRCL DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0236

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 13. According to EARM records, on May 3, 2014 he was apprehended by Border Patrol in Eagle Pass, Texas, the Del Rio Sector, and then transported to the Eagle Pass

South Station for further processing. The UAC alleges that he was in custody for more than 72 hours in three stations, the cell was cold, the water tasted like chlorine, and the food made him sick, but he was not provided medical attention. In addition, at the second and third station, he was not allowed to telephone his parents or the consulate. According to EARM records, the UAC at the station was not discovered to be a juvenile until 4 hours after apprehension and there is a note that he contacted the consulate. The UAC was transported to the Del Rio Station on May 4, 2014, information was not sent to the juvenile coordinator until May 5, 2014 for detention placement, HHS ORR placement was identified on May 6, 2014, and on May 8, 2014 he was transferred to HHS ORR custody.

**B(6)**

***Office for Civil Rights and Civil Liberties  
Department of Homeland Security***

**B(6)**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6)  
**Cc:** B(6)  
RE: CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 3:55:41 PM  
**Attachments:** [image001.png](#)  
[image002.gif](#)  
[image003.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6)  
**Sent:** Monday, June 30, 2014 11:54 AM  
**To:** CRCL\_DHSOIGHotline; B(6) (CTR)  
**Cc:** B(6) y  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)

Apologies, we sent the wrong summary initially. Please review the below summary for this complaint number:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) B(6), age 13. According to EARM records, on May 3, 2014 he was apprehended by Border Patrol in Eagle Pass, Texas, the Del Rio Sector, and then transported to the Eagle Pass South Station for further processing. The UAC alleges that he was in custody for more than 72 hours in three

stations, the cell was cold, the water tasted like chlorine, and the food made him sick, but he was not provided medical attention. In addition, at the second and third station, he was not allowed to telephone his parents or the consulate. According to EARM records, the UAC at the station was not discovered to be a juvenile until 4 hours after apprehension and there is a note that he contacted the consulate. The UAC was transported to the Del Rio Station on May 4, 2014, information was not sent to the juvenile coordinator until May 5, 2014 for detention placement, HHS ORR placement was identified on May 6, 2014, and on May 8, 2014 he was transferred to HHS ORR custody.

Thank you

**B(6)**

Office for Civil Rights & Civil Liberties  
Department of Homeland Security

**B(6)** (phone)

**B(6)** (bb)

**B(6)** [@hq.dhs.gov](mailto:_____@hq.dhs.gov)

dhs-signature



**WARNING:** This document is FOR OFFICIAL USE ONLY (FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval of an authorized DHS official.

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**From:** CRCL\_DHSOIGHotline

**Sent:** Monday, June 30, 2014 10:12 AM

**To:** **B(6)** (CTR); CRCL\_DHSOIGHotline

**Cc:** **B(6)**

**Subject:** RE: CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



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disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:08 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0236 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 16. According to EARM records, on April 17, 2014 she was apprehended by Border Patrol agent B(6) in San Ysidro, California near, the San Diego Sector, and then transported to the Imperial Beach Station for further processing. The UAC alleges that she was apprehended by a plain clothes agent who questioned her about why she crossed, which she informed he about the threats her family received targeting her and the disappearance of her brother, but the agent told her that she was lying and would not be allowed to stay. The EARM records do note her credible fear claim. She also alleges that the food smelled spoiled, so she did not eat, the bathroom was in view of the other detainees, there were no hygiene items, the solar blanket had someone else's food residue, and she was separated from her older brother.

Thank you.

B(6)  
Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security  
B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) ; [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0239 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 9:30:09 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



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If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:38 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0239 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 17. According to EARM records, on May 14, 2014 he was apprehended by the El Centro Station

Smuggler Targeting and Abatement Team at the 860 Border Patrol Checkpoint in California, the El Centro Sector, and then transported to the El Centro Station for further processing. The UAC alleges that he was in custody for 5 days, the hold room was cold, was not provided personal hygiene items, had to bathe with his handcuffs on, and was only provided cold soup that he had to eat with his hands, which made him ill. According to the EARM records, the UAC was in BP custody for 5 day, and then transferred to HHS ORR custody on May 19, 2014.

Thank you.

**B(6)**

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

**B(6)**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0224 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:25:25 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) ednesday, June 25, 2014 12:22 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)  
**Subject:** CRCL Complaint Number 14-09-CBP-0224 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 14. According to EARM records, the UAC was detained by CBP on April 4, 2014 at

the San Ysidro Port of Entry in California. EARM records note she requested political asylum due to being sexually abused by a gang member in El Salvador. Records also indicate that the UAC was transferred to HHS ORR custody on April 25, 2014. Despite her asylum request, the UAC's incoming complaint solely dealt with her time in CBP custody. During her time in custody the UAC claims that the food made her ill and no medical attention was provided. Her cell was cold and she had difficulty sleeping. The camera in the bathroom embarrassed her and she was not provided with any personal hygiene items. CBP agents also yelled at her and transported her alongside adult males.

**B(6)**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B(6)**

[.hq.dhs.gov](http://hq.dhs.gov)

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Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

**CRCL Mission:**

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

**Notes on Confidentiality and Anonymity:**

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: B(6)

Phone #: Cell: First and Middle see attorney info below Last Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: PO Box or Street address c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604 City State Zip

Date of Birth: B(6) \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): B(6) \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? Facility name c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640 Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information B(6) (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: B(6) \_\_\_\_\_, Associate Director of Litigation First Last Job title

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: B(6) \_\_\_\_\_

Mailing Address: PO Box or Street address National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604 City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*:

City: near Hidalgo

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* :

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify:

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address:

PO Box or Street address

City

State or Country

Zip

Phone No.:

Email:

Names (or other information, e.g., agency):

Mailing Address:

PO Box or Street address

City

State or Country

Zip

Phone No.:

Email:

*Continue on an additional page, if needed.*

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ No

If so, has anyone responded to your complaint?

☐ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ Is there any other information you want us to know about or consider?

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish \_\_\_\_\_

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: B(6)

My assigned Alien number is: B(6)

I was detained by Border Patrol Agents at or near: Hidalgo, Texas

I was detained by Border Patrol Agents on or about: April 28, 2014

My age at the time I was detained: 17 FINS #: B(6)

Event #: B(6)

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B(6), declare and affirm that the following took place:

I was detained at the border around April 28, 2014. I traveled from El Salvador in search of safety in the United States. I was traveling with a group of maybe 12-15 people, mainly women and their children. After we crossed into the United States, an immigration officer in his truck spotted us. He was alone in his truck and he did not get out he only pointed a gun at the group and told us to stop. Soon after, other vehicles and more officers came. They separated the women and the children from the men.

They took me to an office building where they took down my information. After that, they took us to what people call the *hielera*.

In the *hielera* they gave me a bologna sandwich but it was frozen, it tasted horrible. They also gave us water with ice. All the cold food made everything just feel colder.

In the *hielera*, a friend that was also detained and I started talking and we laughed about something without thinking. An officer screamed at us angry and told us "what are you laughing at." He took away our blanket and told us we had to stand. We had to stay standing for about an hour and a half. The officer told us that if we sat down without him telling us he would take us to a colder room.

After a few days of being in the *hielera*, an officer woke us up early in the morning. All they told us is that we were now going to be handcuffed because we would be leaving. I did not tell the officer anything and I did not resist the handcuffs. I did not want to cause any problems and I did not want the officers to be mad with me. I was handcuffed at my hands, my waist, and my feet. The handcuffs were very tight and I felt I could barely move but I did not say anything. Everyone was handcuffed except for the really young children. We went like that to a bus and then traveled to an airport. Once we were in the air, maybe 30 minutes after takeoff, they took off the handcuffs.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

B(6)

Signature

5/27/14

Date

I, B(6), hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

B(6)

Signature

5/27/14

Date



**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** E: CRCL Complaint Number 14-09-CBP-0249 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 8:56:22 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0249 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. Esperanza wrote on behalf of Unaccompanied Alien Child (UAC), B(6) a ten year old citizen of El Salvador. On May 5, 2014, (b) was apprehended by CBP in the

Rio Grande Valley Sector. B(6) alleges that he was separated from his sister when he arrived at the detention center. Agents did not tell him when he would see her again or why they had been separated. The UAC states that there were roughly 40 older teenagers in his holding cell and very few boys around his age. EARM records show that the UAC was taken to Weslaco Border Patrol Station after his apprehension. Records also show that the UAC was transferred to HHS ORR custody on May 15, 2014. Notes: EARM records show UAC is 10 y/o and incoming complaint shows UAC is 7 y/o

B(6)

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

B(6)

[hq.dhs.gov](http://hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*



**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0241  
**Date:** Monday, June 30, 2014 9:28:15 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

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---

**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 1:59 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0241

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 11. According to EARM records the UAC was apprehended by border patrol on May 4,

2014 near Mission, Texas in the Rio Grande Valley Sector and taken to the McAllen Station before going to the Brownsville Station for further processing. Records also indicate that the UAC was transferred to HHS ORR custody on March 8, 2014. During his time in CBP detention the UAC claims the water had chlorine and the food made him ill. No medical treatment was provided. He complains about the temperature and lack of sleep. He says he was not allowed to use the restroom and he was not provided with any personal hygiene items. He was also separated from his brother and mentions being yelled at by agents. Additionally, his personal belongings were never returned. Notes: discrepancy between age on incoming letter and EARM records

**B(6)**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B(6)**

[dhs.gov](http://dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0230 (Part of UAC Bundle)  
**Date:** Thursday, June 26, 2014 1:02:42 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

FYI, this complaint is also referred ICE-OPR.



## Box 2

The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

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If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that

information before any additional investigative steps are taken.

---

**From:** B(6) (CTR)  
**Sent:** Wednesday, June 25, 2014 1:43 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0230 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) ), age 16. According to EARM records, on February 1, 2014 he was apprehended by Border Patrol in Rio Grande City, Texas, the Rio Grande Valley Sector, and then transported to the Rio Grande City Station for further processing. The UAC states that he fled El Salvador after resisting forced gang recruitment and suffering threats and violent beatings with bats, but the EARM records do not note that the UAC claimed credible fear. The UAC alleges that an agent took away his sweater, and he was cold in the cell because his clothes were soaked from the river.

Thank you.

B(6)  
Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security  
B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0235  
**Date:** Monday, June 30, 2014 10:15:32 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:01 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0235

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) age 13. According to EARM records, on April 27, 2014 she was apprehended by Border

Patrol in Eagle Pass, Texas, the Del Rio Sector, and then transported to the Eagle Pass South Station for further processing. The UAC states that she came to US from El Salvador with her sister after the gangs threatened to kill her and her family, but the EARM records do not note that the UAC claimed credible fear. The UAC alleges that she was detained in wet clothes for three days, the food seemed spoiled, her personal property was never returned, the bathroom had a camera in it, and she was never given water, only juice.

Thank you.

**B(6)**

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

**B(6)**

[.dhs.gov](https://www.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0243 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 9:07:32 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

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---

**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0243 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6), age 17. According to EARM records, on May 7, 2014 he was apprehended by Border Patrol

in Brownsville, Texas, the Rio Grande Valley Sector, and then transported to the Fort Brown Station for further processing. The UAC alleges that he was Border Patrol custody for 7 days, and for two full days he was not provided drink or food. The UAC states that once he was provided food and juice, it made him ill, and he did not receive medical attention. The UAC also alleges that the hold room was cold, he was not provided personal hygiene items, his property was not returned, and he was not allowed to contact his parents or consulate. According to EARM records, the UAC was in Border Patrol custody for 9 days, and then transferred to HHS ORR custody on May 16, 2014. In addition, the records noted that the UAC declined to speak with the consulate and they note that the UAC successfully contacted his father.

**B(6)**

***Office for Civil Rights and Civil Liberties  
Department of Homeland Security***

**B(6)**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0238 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 11:44:04 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Monday, June 30, 2014 10:18 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0238 (Part of UAC Bundle)

Apologies, we sent the wrong summary initially. Please review the below summary for this complaint number:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) B(6)), age 14. According to EARM records, on May11, 2014 she was apprehended by Border Patrol in Calexico, California, the El Centro Sector, and then transported to the Calexico Station for further processing. The UAC alleges that she was in custody for 6 days and was not provided food or water for a long period of time after apprehension. According to EARM records, she was in Border Patrol

custody for 5 days, and then transferred to HHS ORR custody on May 16, 2014. The UAC also alleges that she was later given salted water and cold soup, which made her ill, but she did not receive any medical attention. The UAC also claims that the cell was cold and she was not allowed to use the restroom, nor was she supplied with any personal hygiene items.

---

**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:29 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0238 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6), age 17. According to EARM records, on May 7, 2014 he was apprehended by Border Patrol in Brownsville, Texas, the Rio Grande Valley Sector, and then transported to the Fort Brown Station for further processing. The UAC alleges that he was Border Patrol custody for 7 days, and for two full days he was not provided drink or food. The UAC states that once he was provided food and juice, it made him ill, and he did not receive medical attention. The UAC also alleges that the hold room was cold, he was not provided personal hygiene items, his property was not returned, and he was not allowed to contact his parents or consulate. According to EARM records, the UAC was in Border Patrol custody for 9 days, and then transferred to HHS ORR custody on May 16, 2014. In addition, the records noted that the UAC declined to speak with the consulate and they note that the UAC successfully contacted his father.

Thank you.

B(6)  
Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security  
B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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*deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0237 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:08:55 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 12:16 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0237 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC B(6) ), age 5, and his mother B(6) ), age 25. According to

EARM records, on November 13, 2013, the UAC and his mother were apprehended by Border Patrol in Naco, Arizona. The B(6) alleges that she was three-point shackled event though she was over six months pregnant. B(6) claims that agents threw away her prenatal vitamins and the medication that she had for her son, Oscar. EARM records do not note that she was 6 months pregnant while in Border Patrol custody. B(6) states that she identified that they were asylum seekers, but agents told her that if she did not identify who helped her cross the border, they would take her 5 year old away from her and she would not see him again. Their EARM records do note that they claimed credible fear. B(6) claims that the hold room smelled, they did not receive water, they slept on the floor without bedding, and B(6) was only fed cookies and juice. B(6) and his mother were separated, making B(6) unaccompanied, because B(6) was a material witness. They were separated for 2 months, which terrified and saddened B(6). According to EARM, B(6) was in Border Patrol custody for 4 days, and then transferred to HHS ORR on November 17, 2013. According to B(6) EARM records, she was turned over to the US Marshals as a material witness, and then released to ICE on December 9, 2013.

Thank you.

B(6)

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security  
B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0226 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:19:13 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

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**From:** B(6) (CTR)  
**Sent:** Wednesday, June 25, 2014 12:22 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0226 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC B(6), age 15. EARM records indicate that on May 7, 2014 the UAC was detained at the San

Ysidro Port of Entry in California (SYS POE). The UAC claims that she was in custody for 8 days where she received water with chlorine and food that made her ill. She says the cell was very cold. She claims she was not allowed to use the bathroom and that she was never given any personal hygiene items. Agents yelled at her and did not allow her to use the phone. She also claims that her confiscated personal items were never returned. Notes: EARM records incomplete. Sister to B(6)

B(6)

B(6)

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

B(6)

[.hq.dhs.gov](http://hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*

**From:** [REDACTED] 6/7C per OIG  
**Sent:** Friday, January 30, 2009 6:42 AM  
**To:** DHSINVCOMPLAINTS  
**Cc:** [REDACTED] 6/7C per OIG  
**Subject:** FW: New Unaccompanied Minor Complaint

**Attachments:** [REDACTED] 6/7C per OIG -SIR.pdf

[Box 1](#)

**From:** [REDACTED] 6/7C per OIG [mailto:[REDACTED] 6/7C per OIG@dhs.gov]  
**Sent:** Friday, January 30, 2009 6:41 AM  
**To:** B(6); [REDACTED] 6/7C per OIG McGovern, Steve  
**Subject:** FW: New Unaccompanied Minor Complaint



The below matter was reviewed by the U.S. Department of Homeland Security (DHS), Office of Inspector General (OIG) and is being returned to you for disposition in accordance with your organization's applicable policies and procedures.

You are not required to inform the DHS OIG of any action you might take in this matter.

**From:** B(6) [mailto:B(6)y@dhs.gov]  
**Sent:** Wednesday, January 28, 2009 1:45 PM  
**To:** [REDACTED] 6/7C per OIG McGovern, Steve  
**Subject:** New Unaccompanied Minor Complaint

Dear [REDACTED] 6/7C per OIG and Steve,

Please see the below complaint involving an unaccompanied minor. The original ORR Significant Incident Report is attached.

You should know that I have asked for additional information on this matter from your office (no response) and from the JIC and HHS/ORR. There are questions about the validity of this claim as B(6) has been determined to be mentally retarded and there is no verification of a death related to B(6), according to the JIC. In addition, there have been discrepancies regarding B(6) country of origin and his true age. A dental exam has determined him to be a minor, and therefore ORR assumed custody from ICE (he was in Willacy as an adult) and recently placed him in an ORR special needs facility in Chicago. The JIC forwarded his I-213 and ORR forwarded the age determination and dental exam records to



CRCL. If you need any further information, please let me know.

**B(6)**

**09-03-CBP-0031**

**Summary:**

On 12/23/08, CRCL received a Significant Incident Report (SIR) from HHS/ORR alleging that when unaccompanied minor, **B(6)** ) and his brother were intercepted by BP near Nuevo Laredo, Mexico, in July, 2008, his brother ran and "an immigration agent" shot his brother in the leg and then "fired at least one more round," killing his brother.

**B(6)**

Senior Policy Advisor (Compliance)  
Office for Civil Rights and Civil Liberties (CRCL)  
U.S. Department of Homeland Security  
Washington, DC

**B(6)**

[dhs.gov](http://dhs.gov)

WARNING: This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of General Counsel before disclosing any information contained in this email.

**OFFICE OF REFUGEE RESETTLEMENT (ORR)  
DIVISION OF UNACCOMPANIED CHILDREN'S SERVICES (DUCS)  
SIGNIFICANT INCIDENT REPORT (SIR) ADDENDUM**

**SIR Number: 1.1 Addendum Number: 1.1**

Original SIR Report Date: 11/10/2008 05:30 PM    SIR Last Edited: 11/10/2008 05:30 PM  
Addendum Creation Date: 11/26/2008 12:02 PM    Addendum Last Edited: 11/26/2008 12:02 PM

<b>UAC Name:</b> B(6)	<b>UAC Alien Number:</b> B(6)
<b>UAC DOB:</b> B(6)	<b>UAC COB:</b> MEXICO

Program Name	Program Type	Program Location
INTERNATIONAL EDUCATIONAL SERVICES-SHELTER	Shelter	Los Fresnos, TX

Addendum Type:	Request Additional Information/Action	
<b>Addendum Applies to:</b>	<input type="checkbox"/> Allegation(s) of Abuse	Suicide Ideation / Gesture /Attempt
	By Family/Others OUTSIDE the US	
	<input type="checkbox"/> Physical Abuse	
	<input type="checkbox"/> Verbal Abuse	
	<input type="checkbox"/> Child Neglect	
	<input checked="" type="checkbox"/> Other Abuse	

**Information/Action Request**

Narrative
<p><b>Subject:</b> Alleged abuse per Border Patrol</p> <p>Resident disclosed that recently when he crossed into the U.S. by crossing the Rio Grande River from the city of Nuevo Laredo, Mexico he and his brother were intercepted by immigration officers. Resident communicates his brother took off running and an immigration agent fired upon him; resident communicates his brother was hit on the leg and fell to the ground, the agent then approached him and fired at least one more round. Resident communicates his brother was killed by the agent as he stood near by and saw his brother die; resident communicates the immigration agents were threatening him and feared they may harm him if he failed to cooperate. Resident was arrested with no further harm. Mionr alleges that witnesses in this incident were other immigration agents that arrested him or that were at the scene; members of the emergency medical response team that rendered aid to his now deceased brother.</p>

**Person Filing Addendum**

Name	Title	Phone Number
B(6)	Lead Clinician	B(6)

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** **B(6)** [CTR](#); [CRCL\\_DHSOIGHotline](#)  
**Cc:** **B(6)**  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0247 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 9:01:46 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** **B(6)** (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** **B(6)**

**Subject:** CRCL Complaint Number 14-09-CBP-0247 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. NIJC wrote on behalf of UAC **B(6)** ), age 15. EARM records show that the UAC was apprehended in the Rio Grande Valley Sector

and taken to the Weslaco Station on April 22, 2014. She was transferred out of CBP custody on April 25, 2014. The UAC claims that she was in four different facilities over the course of two days. She complains of cold temperatures and no blankets. The UAC claims that she had stomach pains and could not eat. She was denied medical attention. The UAC also complains of the water tasting like chlorine. While in custody, the UAC also took care of a 4 year old girl that had been separated from her brother. She was yelled at by agents and the shackle around her waist was too tight during transportation.

**B(6)**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B(6)**

[.dhs.gov](http://dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0251 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 8:58:08 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0251 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. NIJC wrote on behalf of Unaccompanied Alien Child (UAC) B(6), a sixteen year old citizen of Honduras, and her two-year old son. On May 3, 2014 they

were apprehended by CBP near Hidalgo, Texas in the Rio Grande Valley. The UAC claims that she was first transferred to a police station where she called her father and then transferred to another facility where she was put in a cell with four minors and twenty five adults. No one was provided with a blanket. On the third day the UAC's son had a fever and a cold. When she told an agent about her ill son he said her son didn't look sick, but he would ask someone else about it. Another agent came and told the UAC that he could only take them to the hospital if her son was very sick. When B(6) tried to say something more the agent shut the door and left. B(6) eventually managed to get a wet towel and lowered her son's fever. The same day an agent asked where the UAC's birth certificate was, but she claimed she had already given it to him. The agent said it wasn't valid because it didn't have a photo and she told him that birth certificates in Honduras didn't have photos. The agent called her worthless and stupid. He said that she was lying about her age because 16 year old girls do not have sons older than one. According to EARM records, the UAC was transferred to HHS ORR custody in Chicago, Illinois on May 5, 2014.

B(6)

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

B(6)

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0256 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 4:01:57 PM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Monday, June 30, 2014 10:10 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0256 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. NIJC wrote on behalf of Unaccompanied Alien Child (UAC) B(6) a thirteen year old citizen of El Salvador. On May 1, 2014 he was apprehended by CBP

near Brownsville, Texas, in the Rio Grande Valley. He claims he was roughly pulled from underneath a car by his shirt collar. He alleges that the agent's dog then scratched the right side of his face with its nails. His eye was bleeding and he says he was in great pain. The UAC claims he was in two detention facilities for five days. He never received any medical care for his eye, which he could hardly open. He was too scared to ask for anything from the agents because at the second facility the UAC witnessed a boy being taken outside and shot with a Taser. The UAC says the boy fell to the ground shaking with his eyes rolled back. Afterwards the boy was brought back into the cell where they put him in a chair with his feet and hands in cuffs. According to EARM records, the UAC was initially taken to Brownsville Station for processing. Records also indicate that the UAC was transferred to HHS ORR custody in Chicago, Illinois on May 6, 2014.

Thank you.

**B(6)**

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

**B(6)**

[hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0231 (Part of UAC Bundle)  
**Date:** Thursday, June 26, 2014 3:12:16 PM  
**Attachments:** [image001.png](#)

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FYI, This complaint is also referred to ICE-OPR

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Wednesday, June 25, 2014 1:48 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)  
**Subject:** CRCL Complaint Number 14-09-CBP-0231 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. NIJC wrote on behalf of UAC B(6) age 16. EARM records indicate that on May 2, 2014, the UAC was apprehended by Border Patrol in the Sarita Rita neighborhood in Laredo, Texas and taken to the Laredo South Station

for processing. On May 4, 2014 the UAC was transferred to HHS ORR custody. He claims he was held in 2 facilities for about 4 days, but EARM records only show that he was in custody for 2 days. B(6) because he was being threatened by gang members but but EARM records note that the UAC does not claim credible fear. At the first facility the UAC was denied water and food when he asked for some. Agents yelled expletives at him a few times and one threatened to take away his blanket.

Thank you.

B(6)

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

B(6)

[q.dhs.gov](http://q.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** B(6) [\(CTR\); CRCL\\_DHSOIGHotline](#)  
**Cc:** B(6)  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0250 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 8:34:32 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** B(6) (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** B(6)

**Subject:** CRCL Complaint Number 14-09-CBP-0250 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. Ai Justice wrote on behalf of B(6), a seventeen year old citizen of Guatemala, and her one-year old daughter. On December 1, 2013, they were

apprehended near Hidalgo, Texas in the Rio Grande Valley Sector. The UAC alleges that she and her infant were held by CBP for nine days at three different detention facilities. [REDACTED] claims that she was only allowed to change her daughter's soiled diaper once during the entire day she was at the first station. Her daughter cried throughout the day due to her soiled diaper and lack of warm clothing. The infant never received a blanket. The infant also did not receive any food other than milk until they arrived at the second facility. For the first two days at the second facility, B(6) asked numerous agents for diapers, but they only told her that they were coming and not to worry. She alleges that she finally received them on the third day. When she asked for medical attention for her daughter's cold, agents told her that there were no medical staff available. At the third facility, B(6) claims that the agents provided her with baby food only twice a day. According to EARM records, the UAC was taken to the Weslaco Station after apprehension.

B(6)

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

B(6)

[.hq.dhs.gov](http://hq.dhs.gov)

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Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Retaliation against complainants to CRCL is unlawful; if you feel you have been a victim of retaliation, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name:

B(6)

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: B(6) 7 Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): B(6)

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information B(6) la (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: B(6) i, Associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: B(6) \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other):* \_\_\_\_\_

City: near Hidalgo

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply):*

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☒ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* : \_\_\_\_\_

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): B(6) 3, near Hidalgo, Texas

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ No

If so, has anyone responded to your complaint?

☐ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ Is there any other information you want us to know about or consider?

*Continue on an additional page, if needed.*



- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish \_\_\_\_\_

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

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You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: B(6)

My assigned Alien number is: B(6)

I was detained by Border Patrol Agents at or near: Hidalgo, Texas

I was detained by Border Patrol Agents on or about: May 3, 2014

My age at the time I was detained: 16 y/o FINS #:

Event #:

Border Patrol Agent: B(6) Supervisor:

Location of Border Patrol Agent: unknown

I, B(6), declare and affirm that the following took place:

I was detained at the border near Hidalgo, Texas on May 3, 2014. I traveled with my two-year-old son. The first CBP officer I saw right after I crossed the border asked me if I had eaten, if I had drank water and checked my skin. I was transferred to a police station where I called my dad.

I was then transferred to another hielera with my son. I shared the space with other immigrants, about four immigrants were also minors, and the rest were adults. We were about 30 immigrants in a cell.

At around 1:00 a.m., my son and I were fed a sandwich with bolo and an apple juice. It got really cold and none of us were provided a blanket. On the third day, I noticed my son had a cold and a fever. I was scared to let immigration know about this because I had seen how the

agents screamed at other immigrants whenever we asked for anything. I felt my son getting warmer and I told an officer my son was sick and I needed help from a doctor. An officer looked at my son and said my son didn't look sick but he would ask someone else about it.



Another officer came to see us and said he could only call a doctor or take us to the hospital if my son was very sick. I tried to say something but the officer shut the door and left. I asked another officer for a wet towel and I was able to lower my son's fever. On the same day, an officer asked me where my birth certificate was. I told him I had already given it to him, and used the term "partida". The officer said he did not know what the hell I was talking about and if I meant "una partida de cebolla" (half an onion). The officer then said the birth certificate I had given him was not even valid because my picture / photo was not attached. I told him that birth certificates from Honduras do not include a photo. The officer then said I was a liar, a stupid girl and worthless. He said I lied about my age because sixteen-year-old girls do not have sons who are older than one.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

- B(6) -

Signature

05/16/2014

Date

I,           B(6)          , hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

          B(6)          

05/16/2014

Date



**Department of Homeland Security (DHS)**  
**Office for Civil Rights and Civil Liberties**

**Civil Rights Complaint**

*Fillable Version (last modified 3/15/2011)*

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

**CRCL Mission:**

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

**Notes on Confidentiality and Anonymity:**

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- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.  
☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US: 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: \_\_\_\_\_ **B(6)** \_\_\_\_\_

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
*PO Box or Street address* *City* *State* *Zip*

Date of Birth: **B(6)** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B(6)** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_  
*Facility name* *Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B(6)** (see above) \_\_\_\_\_

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **B(6)** \_\_\_\_\_, Associate Director of Litigation  
*First* *Last* *Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B(6)** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
*PO Box or Street address* *City* *State* *Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place (for example, name the detention facility, airport, other): \_\_\_\_\_

City: near Brownsville

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of (check as many as apply):

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program (specify) :

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer)  
specify: \_\_\_\_\_

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**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_

Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_

Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

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You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.



### COMPLAINT AFFIDAVIT

My full and complete name is: B(6)

My assigned Alien number is: B(6)

I was detained by Border Patrol Agents at or near: Brownsville, TX

I was detained by Border Patrol Agents on or about: May 1, 2014

My age at the time I was detained: 13 FINS #: \_\_\_\_\_

Event #: B(6)

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B(6), declare and affirm that the following took place:

We were hiding behind the railroad tracks when we saw immigration's lamps, My guide started to run so I followed him. I tried hiding under a car but immigration found me and roughly pulled me up by my shirt collar. Then their dog scratched the right side of my face with its nails. The officer started laughing at me when the dog scratched my face. I was bleeding a lot and my eye was in great pain. Then they put us in a car and then took us to the hieleras. I was in two hieleras for five days. In the hieleras they did not give me medical attention for my eye, not even a piece of cotton. I did not ask for anything because I was scared of the officers. I used one of the small aluminum like blanks that are in the hielera to clean up my face. I could hardly open my eye. While I was in the second hielera I saw them take a boy outside and shoot him with a Taser he fell to the ground; he was shaking and his eyes rolled to the back of his head. He was brought back into out cell, put into a chair and his feet and hand were handcuffed and immigration put one an aluminum blankets over his back. This scared me so much. I did not every misbehave or talk back to any offier while I was in the hieleras. I am only 13 years old and I was shackled leaving the hielera to get on the plane. The shackles were very tight and made me feel like a criminal.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B(6)**

Signature

23/05/2014

Date

I, **B(6)**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B(6)**

Signature

05/23/2014

Date



**Department of Homeland Security (DHS)**  
**Office for Civil Rights and Civil Liberties**

**Civil Rights Complaint**

*Fillable Version (last modified 3/15/2011)*

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In connection with a DHS program, activity, or policy, have you experienced:

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- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

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- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US: 1-866-644-8360.





## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: \_\_\_\_\_ B(6) \_\_\_\_\_  
First and Middle Last  
Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_  
Please note that we may contact you at the provided numbers.  
Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip  
Date of Birth: B(6) \_\_\_\_\_ Email (optional): see attorney info below  
Alien Registration #: (if you have one and it's available): B(6) \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_  
Facility name Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information B(6) \_\_\_\_\_ (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: B(6) \_\_\_\_\_, Associate Director of Litigation  
First Last Job title  
Organization (if any): National Immigrant Justice Center  
Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: B(6) \_\_\_\_\_  
Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place (for example, name the detention facility, airport, other): \_\_\_\_\_

City: near Brownsville

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of (check as many as apply):

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program (specify) :

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer)  
specify: \_\_\_\_\_

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**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_

Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_

Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

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Spanish

---

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

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Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

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### COMPLAINT AFFIDAVIT

My full and complete name is: B(6)

My assigned Alien number is: B(6)

I was detained by Border Patrol Agents at or near: Brownsville, TX

I was detained by Border Patrol Agents on or about: May 1, 2014

My age at the time I was detained: 13 FINS #: \_\_\_\_\_

Event #: B(6)

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B(6), declare and affirm that the following took place:

We were hiding behind the railroad tracks when we saw immigration's lamps, My guide started to run so I followed him. I tried hiding under a car but immigration found me and roughly pulled me up by my shirt collar. Then their dog scratched the right side of my face with its nails. The officer started laughing at me when the dog scratched my face. I was bleeding a lot and my eye was in great pain. Then they put us in a car and then took us to the hieleras. I was in two hieleras for five days. In the hieleras they did not give me medical attention for my eye, not even a piece of cotton. I did not ask for anything because I was scared of the officers. I used one of the small aluminum like blanks that are in the hielera to clean up my face. I could hardly open my eye. While I was in the second hielera I saw them take a boy outside and shoot him with a Taser he fell to the ground; he was shaking and his eyes rolled to the back of his head. He was brought back into out cell, put into a chair and his feet and hand were handcuffed and immigration put one an aluminum blankets over his back. This scared me so much. I did not every misbehave or talk back to any offier while I was in the hieleras. I am only 13 years old and I was shackled leaving the hielera to get on the plane. The shackles were very tight and made me feel like a criminal.



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**B(6)**

Signature

23/05/2014

Date

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**B(6)**

Signature

05/23/2014

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- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

**Notes on Confidentiality and Anonymity:**

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.  
☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B(6)**

Phone #: Cell: see attorney info below Home:                      Work:                     

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

Date of Birth: **B(6)** Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B(6)**

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B(6)** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **B(6)** i, Associate Director of Litigation

Organization (if any): National Immigrant Justice Center

Phone #: Cell:                      Home:                      Work: **B(6)**

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Laredo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    | <input type="checkbox"/> Not sure which DHS office  |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Non-DHS employee working under the authority of DHS (e.g., 287g officer) |
| <input type="checkbox"/> Customs Officer                                 | specify: _____  |
| <input type="checkbox"/> Border Patrol Agent                             |   |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      |   |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*



- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

COMPLAINT AFFIDAVIT

My full and complete name is: \_\_\_\_\_

My assigned Alien number is: B(6) \_\_\_\_\_

I was detained by Border Patrol Agents at or near: Laredo, TX

I was detained by Border Patrol Agents on or about: May 1, 2014

My age at the time I was detained: 16 FINS #: B(6)

Event #: B(6)

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B(6), declare and affirm that the following took place:

I came to the USA because El Salvador is very violent and I was being threatened. Gang members tried to force me to deliver drugs and to carry a gun, I did not want to do this so I fled El Salvador. I turned myself into Immigration because my guide told me that I had to. Immigration asked me basic questions about myself and then I was taken to the hieleras. I was in two hieleras for about four days. In the first hielera I asked an officer for water, I was so thirsty I had not drank a lot during my journey, he got very mad at me and said something in English. He did not give me any water. The other people in my cell were very hungry, we had not eaten in many hours. Some people asked for food and once again the officer got mad and he did not give us food until the next day. In the second hielera I was woken up one morning by an officer yelling in Spanish "get up you fuckers!" There were a lot of people in my hielera and we made some noise when we got up. The officer got very mad about how loud we were being. He came over and in Spanish addressed our whole hielera saying "who was yelling? Who was yelling? Who was yelling?" He was clearly very mad. He singled me out and pointed at me and



said " asshole, who was yelling in here?" I did not think anyone had been yelling. I stayed silent because I was very scared of this man and did not know what to say. He then said "okay fucker if you don't tell me I am going to take away your blanket" and walked away. My blanket was never taken away from me, but for the rest of my time in the hielera I was very scared. I thought they might take away my blanket or leave me in the hielera for extra days as punishment. All the officers made me feel very bad, I did not like being sworeed at or yelled at.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B(6)**

Signature

05/27/2014

Date

I, **B(6)**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B(6)**

Signature

05/27/2014

Date





**Department of Homeland Security (DHS)**  
**Office for Civil Rights and Civil Liberties**

**Civil Rights Complaint**

*Fillable Version (last modified 3/15/2011)*

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

**CRCL Mission:**

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

**Notes on Confidentiality and Anonymity:**

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.  
☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

**① Information about the person who experienced the civil rights/civil liberties violation**

(fill in what you can)

Name: \_\_\_\_\_ B(6)

First and Middle Last  
Phone #: Cell: see attorney info below Home: Work:

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

Date of Birth: **B(6)** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #. (if you have one and it's available) B(6)

- ☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_

Facility name	Facility address
---------------	------------------

- Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information. B(6)

② Are you filling in this complaint form on behalf of another individual? If yes, please provide *your* information.

Name: **B(6)**, Associate Director of Litigation

First	Last	Job title

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: (B(6) \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

<i>PO Box or Street address</i>	<i>City</i>	<i>State</i>	<i>Zip</i>
National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300	Chicago	IL	60604

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Hidalgo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* :

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.



### COMPLAINT AFFIDAVIT

My full and complete name is: B(6)

My assigned Alien number is: B(6)

I was detained by Border Patrol Agents at or near: Hidalgo, TX

I was detained by Border Patrol Agents on or about: April 22, 2014

My age at the time I was detained: B(6)

Event #: B(6)

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B(6), declare and affirm that the following took place:

I was in 4 hieleras for about 2 days. When I first arrived to the hieleras it was frozen inside and we not given any blankets or anything to keep warm. I started to feel sick from the cold and was having terrible pains in my stomach. I could not eat the small amount of food that was given to me. I asked the officers for medicine but they would not give me any, they told me that I could not see the doctor. I could not eat the entire time I was in hieleras. I also did not like drinking the water that was given to me because it tasted like chlorine. I was helping to take care of a 4 year old girl who had been separated from her brother. She was crying because she was hungry so I asked an officer for food for her. He officer told me that "she could suck her thumb." The little girl started cried for a long time after that. She was only given food when everyone else was. We were waiting to hear officers say our names so we were all by the window in our hielera, an officer came up to us and yelled "get away from the window! If you don't we will keep you here an extra week as punishment!" Then, once I was leaving the hieleras I was shackled on my way to the plane. I never talked back to any officer or did anything bad while I was in the hielera, I do not know why I needed to be shackled. I asked an officer to please keep the shackles loose around my waist since I was still sick and my stomach hurt, but he just put it on me extra tight. When I was walking in the bus and fell and hurt my knee because of the shackles, no one helped me to get up.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B(6)**

Signature

29-05-014

Date

I, **B(6)**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B(6)**

Signature

05/23/2014

Date

## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: B(6)

*First and Middle*

*Last*

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: B(6)

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: B(6) Email (optional): \_\_\_\_\_

Alien Registration #. (if you have one and it's available): \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information B(6) Justice.org

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: B(6)

Litigation Director

*First*

*Last*

*Job title*

Organization (if any): Americans for Immigrant Justice

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mailing Address: 3000 Biscayne Blvd., Suite 400 Miami, FL 33137

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.

B(6) is a 17-year old who emigrated from Guatemala with her 1-year old daughter. SB(6) her daughter were apprehended by CBP officers and held in three hieleras for approximately nine days. At the first hieleras, an officer yelled, "You are just coming to this country to steal our money." B(6) was not allowed to change her infant daughter's clothes and she was only once able to change her daughter's diaper. Additionally, her daughter never received a blanket nor food. B(6) daughter did not receive diapers until the third day at the second hieleras. There, her daughter did not receive any medical attention or medication despite obviously having a cold. B(6) daughter did not receive food until the third day at the third hieleras. The child cried constantly at all three hieleras. B(6) believes her daughter cried because she was fed so little.

Continue on an additional page, if needed.





**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

**B(6)** entered the United States on December 1, 2013 and was transferred to Miami, FL on December 10, 2013.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other):* \_\_\_\_\_

City: McAllen

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply):*

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* : \_\_\_\_\_

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer)  
specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ No

If so, has anyone responded to your complaint?

☒ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

*Continue on an additional page, if needed.*

- ⑦ Is there any other information you want us to know about or consider?

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.  
K'anjolal and Spanish
- 

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

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Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

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### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

**Declaration of B(6)**

**B(6)**

1. My name is B(6) I am seventeen (17) years of age and a native and citizen of Guatemala.
2. I have a one (1)-year-old daughter.
3. I emigrated from my home country with my daughter and arrived in the United States on or around December 1, 2013 at or near Hidalgo, TX.
4. My daughter and I were taken into custody by Customs and Border Patrol (CBP) shortly after arriving in the U.S.
5. My daughter and I were held three (3) different detention facilities known as the "Hieleras", or "Iceboxes", for approximately nine (9) days.
6. I was not allowed to change my one (1)-year-old daughter's clothes at any point during our nine (9) day stay in the "Hieleras". I was yelled at profusely at the first "Hielera" by a male officer who told me, "You are just coming to this country to steal our money". I was only allowed to change my daughter's soiled diaper one time during the entire day that I was held at the first "Hielera". My daughter cried during our entire stay because of the extreme discomfort caused by her soiled diaper, and her lack of warm clothing: my one (1)-year-old daughter was never given a blanket.
7. My daughter was not given any food other than milk until we arrived at the second "Hielera". I asked numerous officers for two (2) days for diapers and was always told "they're coming, don't worry", but the diapers were not given to me until the third day of my stay at the second "Hielera". Upon asking for medical attention due to my daughter's cold, I was told that there was no medical staff available, nor was any medication provided for my daughter during that time.
8. I was given Gerber-brand baby food only at the third "Hielera" in which I stayed for three (3) days: baby food was given a total of two (2) times daily only. My daughter cried of hunger throughout our stay in all of the "Hieleras".

Signature Page

This entire declaration has been read to me in the Spanish language. I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct.

**B(6)**

\_\_\_\_\_

12/19/2013  
Date



**From:** [REDACTED] [REDACTED]@leo.gov]  
**Sent:** Friday, February 04, 2011 11:43 AM  
**To:** [REDACTED]@leo.gov  
**Subject:** FW: CRCL Complaint Number 11-02-CBP-0040

Please enter complaint into DHS system.

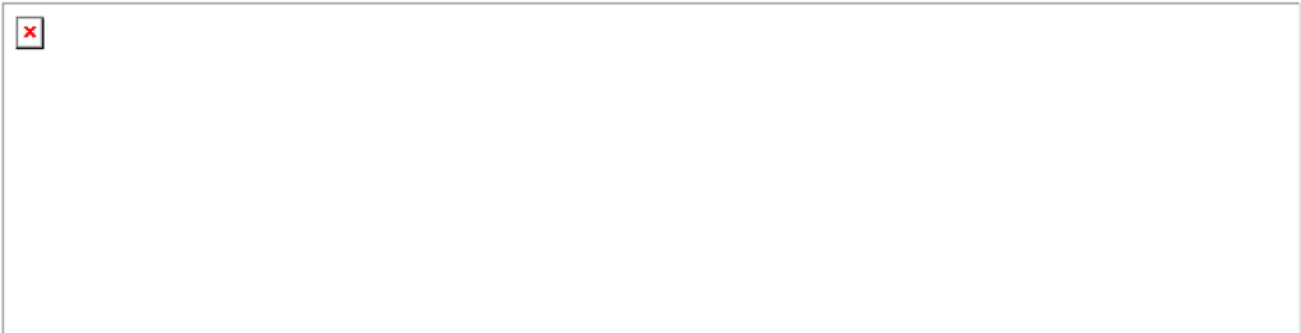
---

**From:** DHSOIGHOTLINE [<mailto:dhsoighotline@dhs.gov>]  
**Sent:** Friday, February 04, 2011 7:39 AM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint Number 11-02-CBP-0040

CBP Houston

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**From:** b6,7C OIG [REDACTED]  
**Sent:** Thursday, January 20, 2011 9:11 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 11-02-CBP-0040



The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** [REDACTED] [dhs.gov](mailto:[REDACTED]@dhs.gov)  
**Sent:** Thursday, January 06, 2011 2:21 PM  
**To:** b6,7C OIG [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 11-02-CBP-0040

b6,7C OIG [REDACTED],

Summary of new complaint for your review:

On November 18, 2010, CRCL received an emailed referral from Department of Health and Human Services in regards to [REDACTED] ( [REDACTED] ) an unaccompanied minor who filed a Significant Incident Report with (DHHS) on October 8, 2010. Allegedly on October 7, 2010 as [REDACTED] was attempting to escape the physical abuse and threats in her home country of El Salvador, she was apprehended by Border Patrol as she was crossing the Rio Grande River, and physically and mentally abused by the apprehending agents and the four

agents who interrogated her. [REDACTED] recounts that as she was walking with her travel group, border patrol agents surprised her, chased her and knocked her to the ground.

However, [REDACTED] states she was apprehended at a checkpoint while traveling from Laredo, TX to Houston, TX after spending 15 days at her sister [REDACTED]'s mother-in-law's home; she was traveling with her sister [REDACTED] husband, [REDACTED] and other members of his family when border patrol agents detained them for questioning. She states that she was taken to a room on her own and then four agents apparently removed their name badges before they questioned her, then they questioned her for what seemed to her as a long period of time. She states that she tried to answer their questions truthfully but felt very pressured to give a response as quickly as possible. She also states that she was told by these border patrol agents that if she did not answer truthfully she would be placed in another building with another agent. According to [REDACTED], she was also informed that if she was placed in the other building they (border patrol agents) would not be responsible for whatever happened to her there. [REDACTED] states she believes they implied she would be harmed if she did not answer their questions.

[REDACTED] also reported a border patrol agent hit her on her abdomen after he finished fingerprinting her, then the agent let his hand drop down and then placed it on his gun. She states that she was still standing next to him when he used the back of his hand to hit her on the abdomen, which hurt and left bruising where he apparently hit her. Then she questioned him about it and he answered by saying she had to tell them (border patrol agents) the truth. [REDACTED] states her yellow shirt has ink stains where the agent hit her. [REDACTED] feels that she would be able to identify the agents if she saw them again however she was unable to get their names.

[REDACTED] states she was detained and then transported to the adult detention center, but later informed a female agent that she was a minor. [REDACTED] states that the agent apparently contacted her mother in El Salvador about her age, then transported to International Educational Service (IES)-Shelter in Los Fresnos, Texas, where she is receiving shelter and counseling.

Thank you.

[REDACTED]

[REDACTED]  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

[REDACTED]

[dhs.gov](http://dhs.gov)

**B6**

**Sent:** Friday, June 10, 2011 2:29 PM  
**To:** [REDACTED]@leo.gov  
**Subject:** FW: CRCL Complaint Number 11-08-CBP-0237

---

**From:** b6,7C OIG [REDACTED]@dhs.gov]  
**Sent:** Friday, June 10, 2011 9:12 AM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint Number 11-08-CBP-0237

CBP Tucson-Civil Rights Violation

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**From:** b6,7C OIG [REDACTED]  
**Sent:** Thursday, June 09, 2011 2:34 PM  
**To:** **B6** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 11-08-CBP-0237

*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** **B6** [REDACTED]@dhs.gov]  
**Sent:** Wednesday, June 08, 2011 6:13 PM  
**To:** **B6** [REDACTED]; b6,7C OIG [REDACTED]  
**Cc:** **B6** [REDACTED]  
**Subject:** CRCL Complaint Number 11-08-CBP-0237

b6,7C OIG [REDACTED]

Summary of new complaint for your review:

MATTER INVOLVES AN UNACCOMPANIED MINOR. On May 27, 2011, CRCL received a referral from HHS/ORR, **B6** [REDACTED] in regards to **B6** [REDACTED], an unaccompanied minor who reported on May 26,



2011 at Tumbleweed Willetta Shelter to Clinician Elizabeth Schepel that while he was in Border Patrol custody in Tucson, Arizona from April 23-25, 2011, he was obliged 24 hours a day to listen to songs in Spanish regarding illegal immigration, abuse, rape and death. He also reported that agents "in green uniforms" set up a TV that projected images that corresponded with the music (i.e. immigrants, coyotes, Border Patrol, desert crossings, and injured people).

Client endorsed feeling anxious while in jail, stating that he was unable to sleep due to the constant music that made him feel "triste" and "desesperado".

MATTER INVOLVES AN UNACCOMPANIED MINOR. On May 27, 2011, CRCL received a referral from HHS/ORR, [REDACTED] [REDACTED], in regards to [REDACTED], an unaccompanied minor who reported on May 24, 2011 at Tumbleweed Willetta Shelter to Clinician [REDACTED] that while he was in Border Patrol custody in Tucson, Arizona from April 23-25, 2011, he was obliged 24 hours a day to listen to a song regarding illegal immigration, abuse, rape and death. He also reported that agents "in green uniforms" set up a screen that projected rotating pictures 24 hours a day of immigrants crossing the border, dead bodies in the desert, and other images the client described as disturbing.

He endorsed feeling anxious talking about the incident, stating he felt "triste" and "desesperado" to hear the same song and view the same disturbing images repeatedly while in jail.

Thank you.

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[REDACTED]  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

[REDACTED]  
[dhs.gov](http://dhs.gov)

**B6**

**Sent:** Thursday, April 14, 2011 2:21 PM  
**To:** b6,7C OIG  
**Subject:** FW: CRCL Complaint 11-06-CBP-0172  
**Attachments:** image001.gif

Please enter complaint into DHS OIG system and reply to me with complaint number. Thanks.

---

**From:** b6,7C OIG [REDACTED]@dhs.gov]  
**Sent:** Thursday, April 14, 2011 6:30 AM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint 11-06-CBP-0172

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CBP- Dallas-Civil Rights Violation

**From:** b6,7C OIG [REDACTED]  
**Sent:** Wednesday, April 06, 2011 7:53 AM  
**To:** B6 [REDACTED]  
**Subject:** RE: CRCL Complaint 11-06-CBP-0172

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*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

**From:** B6 [REDACTED]n@dhs.gov]  
**Sent:** Monday, April 04, 2011 3:02 PM  
**To:** B6 [REDACTED]; b6,7C OIG [REDACTED]  
**Cc:** B6 [REDACTED]  
**Subject:** CRCL Complaint 11-06-CBP-0172

**B6**

Summary of a new complaint for your review:

UNACCOMPANIED MINOR

On March 29, 2011, CRCL received correspondence from [REDACTED] of The Refugee and Immigrant Center, San Antonio Texas on behalf of [REDACTED] a 14 year old minor and native and citizen of Mexico who is an ICE detainee at the BCFS, San Antonio Texas. In an attached affidavit, [REDACTED] alleges that he was physically assaulted by a Border Patrol Officer on February 13, 2011 after he crossed the border near Eagle Pass, Texas.

Thank you

[REDACTED]  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

[REDACTED]  
[hs.gov](http://hs.gov)

**B6**

**Sent:** Wednesday, May 04, 2011 7:25 AM  
**To:** [REDACTED]@leo.gov  
**Subject:** FW: CRCL Complaint # 11-07-CBP-0216  
**Attachments:** image001.gif

Please complete the following DHS-OIG complaint and forward the complaint number to [REDACTED]@leo.gov and [REDACTED]@leo.gov.

Thanks!  
[REDACTED]

---

**From:** b6,7C OIG [REDACTED]@dhs.gov]  
**Sent:** Tuesday, May 03, 2011 1:43 PM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint # 11-07-CBP-0216

CBP Tucson-Civil Rights Violation

**From:** b6,7C OIG [REDACTED]  
**Sent:** Tuesday, May 03, 2011 2:38 PM  
**To:** **B6** [REDACTED]  
**Subject:** RE: CRCL Complaint # 11-07-CBP-0216

*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

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**From:** **B6** [REDACTED]@dhs.gov]  
**Sent:** Tuesday, May 03, 2011 10:52 AM  
**To:** b6,7C OIG [REDACTED]  
**Cc:** **B6** [REDACTED]  
**Subject:** CRCL Complaint # 11-07-CBP-0216

**B6**

Summary of a new complaint for your review:

UNACCOMPANIED MINOR

On April 4 2011, CRCL received a facsimile from **B6**, Forence Immigrant and Refugee Rights Project on behalf of **B6**) an ICE detainee at SWKGDZ O SOUTHWEST KEY-GLENDALE . In an affidavit of Abuse dated March 3 28 2011, **B6** alleges that on or around January 21 2011, he crossed the border between Mexico and Arizona with a group of approximately thirty people and a guide and was physically beaten by a CBP agent

Thank you

**B6**

Office for Civil Rights & Civil Liberties

Department of Homeland Security

**B6**

[hs.gov](http://hs.gov)



**B6**

**From:** [REDACTED]@leo.gov>  
**Sent:** Monday, July 25, 2011 3:31 PM  
**To:** [REDACTED]@leo.gov  
**Cc:**  
**Subject:** FW: CRCL Complaint Number 11-09-CBP-0262 (Additional info request)  
**Attachments:** image001.gif

Please enter complaint into DHS OIG database and reply to [REDACTED] and me with complaint number. Thanks.

---

**From:** DHSOIGHOTLINE [mailto:dhsoighotline@dhs.gov]  
**Sent:** Monday, July 25, 2011 11:45 AM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint Number 11-09-CBP-0262 (Additional info request)

CBP McAllen-Civil Rights Violation

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**From:** b6,7C OIG  
**Sent:** Thursday, July 21, 2011 10:10 AM  
**To:** **B6**  
**Subject:** RE: CRCL Complaint Number 11-09-CBP-0262 (Additional info request)

*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

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**From:** **B6** [REDACTED]@dhs.gov]  
**Sent:** Monday, July 11, 2011 4:38 PM  
**To:** b6,7C OIG ; Dent, Martina  
**Cc:** **B6**  
**Subject:** RE: CRCL Complaint Number 11-09-CBP-0262 (Additional info request)

Hello,



The complaint that CRCL received did not specify the incident location. Nevertheless, CRCL has determined that the incident location is Border Patrol's Laredo (Texas) Sector.

Thank you

-----  
[REDACTED]  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security  
[REDACTED]  
[REDACTED]@dhs.gov

---

**From:** [REDACTED] b6,7C OIG [REDACTED]@dhs.gov]  
**Sent:** Monday, July 11, 2011 3:19 PM  
**To:** [REDACTED] B6 [REDACTED]  
**Subject:** RE: CRCL Complaint Number 11-09-CBP-0262 (Additional info request)

[REDACTED] B6

In what city and state was the unaccompanied minor run over by the CBP vehicle?

Thanks,

b6,7C OIG [REDACTED]  
Investigator  
Department of Homeland Security  
Office of Inspector General  
Office of Investigations  
202-[REDACTED] b6,7C OIG [REDACTED]

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**From:** [REDACTED] B6 [REDACTED]@dhs.gov]  
**Sent:** Thursday, July 07, 2011 7:24 PM  
**To:** [REDACTED] B6 ; [REDACTED] b6,7C OIG [REDACTED]  
**Cc:** [REDACTED] B6 [REDACTED]  
**Subject:** CRCL Complaint Number 11-09-CBP-0262

[REDACTED] b6,7C OIG [REDACTED]

Summary of new complaint for your review:

MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 24, 2011, CRCL received email referral from [REDACTED] B6 [REDACTED] of US Department of Health and Human Services in regards to allegations that Unaccompanied [REDACTED] B6 [REDACTED] ) was run over by a CBP truck. The SIR states that her leg experienced crushing damage resulting in significant trauma. The SIR states that [REDACTED] B6 [REDACTED] alleged that CBP did not take proper care of her injury did not medically screen or treat her injury. According to the medical report provided by HHS, [REDACTED] B6 [REDACTED] [REDACTED] B6 [REDACTED] had crush injury, contusions and was prescribed narcotic medication.

On June 21, 2011, [REDACTED] B [REDACTED] was brought to Southwest Key - Casa Blanca for placement and already diagnosed with a broken right leg. On June 22, 2011, [REDACTED] B [REDACTED] was taken to the [REDACTED] B6 [REDACTED] t Health Center for the mandatory initial intake health screening. Primary physician, [REDACTED] B6 [REDACTED], recommended that [REDACTED] B [REDACTED] be taken to the emergency

room due to the amount of swelling to her right leg. After the MRI and MRA were conducted emergency room attending physician [REDACTED] diagnosed [REDACTED] with a crush injury and contusion to lower right extremity.

Thank you.

---

[REDACTED]  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

[REDACTED] [dhs.gov](https://dhs.gov)

**B6**

**Sent:** Thursday, August 25, 2011 4:31 PM  
**To:** [REDACTED]@leo.gov  
**Subject:** FW: CRCL Complaint Number 11-10-CBP-0280  
**Attachments:** image001.gif

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**From:** DHSOIGHOTLINE [mailto:dhsoighotline@dhs.gov]  
**Sent:** Thursday, August 25, 2011 1:50 PM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint Number 11-10-CBP-0280

CBP McAllen-Civil Rights Violation

**From:** b6,7C OIG  
**Sent:** Thursday, August 25, 2011 10:01 AM  
**To:** **B6**  
**Subject:** RE: CRCL Complaint Number 11-10-CBP-0280

*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

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**From:** **B6** [REDACTED]@dhs.gov  
**Sent:** Friday, August 19, 2011 10:37 AM  
**To:** [REDACTED] b6,7C OIG  
**Subject:** CRCL Complaint Number 11-10-CBP-0280

b6,7C OIG

Summary of new complaint for your review:

On July 20, 2011, CRCL received an email referral from HHS/ORR, [REDACTED], in regards to [REDACTED] [REDACTED], an unaccompanied minor who reported on July 15, 2011 at BCFS Harlingen to Clinician [REDACTED] that after crossing into the United States he was apprehended by Border Patrol agents at about 6:00a.m. While he was kneeling on the ground handcuffed, one of the agents stuck a metal baton in between his arm and the hand cuff and then pulled out forcefully, leaving his arm injured.

UAC reported that the agent also physically injured others. UAC cannot recall many specifics about the agent.

Thank you.

-----

[REDACTED]  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

**B6**

**Sent:** Monday, September 26, 2011 4:49 PM  
**To:** [REDACTED]@leo.gov  
**Subject:** FW: CRCL Complaint Number 11-11-CBP-0295  
**Attachments:** image001.gif

Please enter complaint into DHS OIG database and reply to me with complaint number. Thanks.

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**From:** DHSOIGHOTLINE [mailto:dhsoighotline@dhs.gov]  
**Sent:** Friday, September 23, 2011 11:04 AM  
**To:** 'dhsoig.hotline@leo.gov'  
**Subject:** FW: CRCL Complaint Number 11-11-CBP-0295

CBP Tucson-Civil Rights Violation

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**From:** b6,7C OIG  
**Sent:** Monday, September 19, 2011 10:57 AM  
**To:** **B6**  
**Subject:** RE: CRCL Complaint Number 11-11-CBP-0295

*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** **B6** [REDACTED]@dhs.gov]  
**Sent:** Thursday, September 08, 2011 2:14 PM  
**To:** **B6**; b6,7C OIG  
**Cc:** **B6**  
**Subject:** CRCL Complaint Number 11-11-CBP-0295

b6,7C OIG

Summary of new complaint for your review:

On August 28, 2011, CRCL received a referral from HHS/ORR, [REDACTED], in regards to [REDACTED] [REDACTED], an unaccompanied minor who reported on August 22, 2011 at Southwest Key Campbell to Clinician [REDACTED] that CBP agent sexually harassed her during her apprehension in the Phoenix, Arizona desert. The immigration officer allegedly, grabbed her buttocks, when no other officers were around, then she screamed and another officer approached the area with a upset facial expression.

Thank you.

-----

[REDACTED]  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security



**From:** DHSOIGHOTLINE  
**Sent:** Tuesday, March 06, 2012 2:43 PM  
**To:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 12-05-CBP-0074



The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** DHSOIGHOTLINE  
**Sent:** Thursday, February 23, 2012 9:32 AM  
**To:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 12-05-CBP-0074

[REDACTED]

In what city and state was [REDACTED] apprehended?

Thanks,

[REDACTED]  
Investigator  
Department of Homeland Security  
Office of Inspector General  
Office of Investigations  
202-[REDACTED] (O)  
202-[REDACTED] (C)

---

**From:** [REDACTED] [HQ.DHS.GOV](mailto:HQ.DHS.GOV)  
**Sent:** Thursday, February 23, 2012 7:50 AM  
**To:** [REDACTED]  
**Subject:** CRCL Complaint Number 12-05-CBP-0074

Summary of new complaint for your review:

On February 10, 2012, CRCL received email referral from DHHS/ORR in regard to unaccompanied minor, [REDACTED] [REDACTED]. [REDACTED] alleged that while he was apprehended on January 24, 2012, the officer hit him twice on his back and when he was down, three more times on his right hip causing bruising. [REDACTED] [REDACTED] alleged that the officer took the minor to his boss and said he had to hit the minor because the minor attacked him. The officer's boss took pictures of all marks and a doctor ran a check-up on the injuries.

Thank you

**B6**  
Program Analyst  
Compliance Branch  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

*Warning: This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*

**From:** [REDACTED]@HQ.DHS.GOV]  
**Sent:** Thursday, February 23, 2012 9:38 AM  
**To:** DHSOIGHOTLINE  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 12-05-CBP-0074

Hello,

According to the EARM I-213 narrative, [REDACTED] was apprehended by Cotulla Border Patrol Agents on January 24, 2012 in Cotulla, Texas.

Thank you

-----

[REDACTED]  
Office for Civil Rights & Civil Liberties  
Department of Homeland Security

([REDACTED])  
[REDACTED]  
[REDACTED] [hq.dhs.gov](http://hq.dhs.gov)

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**From:** DHSOIGHOTLINE  
**Sent:** Thursday, February 23, 2012 9:32 AM  
**To:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 12-05-CBP-0074

Duplicate Email



Duplicate Email



From: [REDACTED] (IA)  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: 201402111  
Date: Friday, December 20, 2013 10:02:51 AM  
Attachments: [image001.jpg](#)  
[RIGC1403001.pdf](#)

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Good Morning,

The JIC received the attached RIG which is associated with the above-referenced file which is currently pending IG. The information needs to be uploaded to the file, but is being forwarded at this time for your review and action as needed.

Thanks,

**B6**

*Joint Intake Center  
Office of Internal Affairs  
Washington, DC*

**B6**

*Make it a Great Day!*

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-03-CBP-0028 Box 1  
**Date:** Wednesday, January 15, 2014 10:13:39 AM  
**Attachments:** [image002.gif](#)  
[image003.jpg](#)

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**cid:image001.gif@01CCFC68.57D02980**



The below information has been reviewed and is returned for whatever administrative action or inquiry you consider appropriate. Should any administrative or personnel action result from your response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED]@hq.dhs.gov]  
**Sent:** Tuesday, December 31, 2013 9:54 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** CRCL Complaint Number 14-03-CBP-0028

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On December 10, 2013, CRCL received a Significant Incident Report (SIR) dated December 10, 2013 from the U.S. Department of Health and Human Services Office of Refugee Resettlement (ORR) regarding unaccompanied alien child (UAC) [REDACTED]. According to EARM records, the UAC was apprehended by BP on December 3, 2013 at 10:00pm in Hidalgo, Texas the, Rio Grande Valley, Texas BP Sector, then transported to Weslaco BP Station for processing. According to EARM the UAC was booked in HHS custody on December 10, 2013. The SIR states that during apprehension BPA [REDACTED] found him hiding in the bushes, grabbed him, handcuffed him, kicked him on the leg knocking the UAC to the ground, then yelled profanity. The UAC described the apprehending agent as dark skin, black hair, no glasses, and about six-foot tall, and states that he did not report the incident during processing. The HHS medical screening notes a scar on the UAC's bottom lip and left knee.



Thank you.

**R6**

Compliance Branch

Office for Civil Rights and Civil Liberties

U.S. Department of Homeland Security



**R6** (o)

**R6** [hq.dhs.gov](mailto:hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED]; [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0258 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 11:38:47 AM  
**Attachments:** [image001.gif](#)

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11410906

*cid:536173921@02032009-313E*



The Office of Inspector General will investigate this matter. Please do not authorize or take any action concerning this matter without first conferring with this office. Discussion of this matter should be limited to persons having an official need-to-know. Any press inquiries regarding this matter should be directed to this office.

If you have any questions concerning this matter, you may contact [REDACTED], Acting Assistant Inspector General for Investigations at 2 [REDACTED].

---

**From:** [REDACTED] (CTR)  
**Sent:** Monday, June 30, 2014 10:23 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0258 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. NIJC wrote on behalf of Unaccompanied Alien Child (UAC) [REDACTED]. She left Guatemala when she was 17 years old to escape the rapist that had impregnated her. He had cut her and threatened her and her family. Her family had also been threatened multiple times by the Mara 18 gang. Before being apprehended by BP agents near Falfurrias, Texas in the Rio Grande Valley Sector on

September 22, 2013, [REDACTED] claims she had been kidnapped by two individuals in Sullivan, Texas. She was forced to clean and take care of another kidnapped child for three days until her uncle paid the ransom. After being detained, the UAC was taken to a detention facility where one of the agents went by the name, Mala Cara or "Bad Face". He was rude and insulted the UAC constantly. When she slept he would shake her awake with his foot. When she got on a transport plane she heard him say that he hoped the plane would explode. The agent also told her that he knew which facility she was going to and that she would "pay there". According to EARM records, the UAC claimed credible fear, but appeared to be in good health despite being a possible trafficking victim. Records also indicate that the UAC was taken to the Valley Baptist medical Center in Brownsville, Texas on September 30, 2013 due to stomach pain. The doctor prescribed her with medication, but the prescription was not filled because it wasn't covered by DHS Formulary. Additionally, the UAC was to HHS ORR custody in Chicago, Illinois on October 1, 2014.

Notes: possible trafficking victim

Thank you.

[REDACTED]

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

[REDACTED]

[\[REDACTED\]@associates.hq.dhs.gov](mailto:[REDACTED]@associates.hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6** \_\_\_\_\_  
First and Middle Last

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

Date of Birth: **B6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640  
Facility name Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** see above

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **B6** \_\_\_\_\_ Associate Director of Litigation  
First Last Job title

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Hidalgo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    |   |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Not sure which DHS office                    |
| <input type="checkbox"/> Customs Officer                                 | <input type="checkbox"/> Non-DHS employee working under the authority |
| <input type="checkbox"/> Border Patrol Agent                             | of DHS (e.g., 287g officer)   |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      | specify: _____  |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*



- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish \_\_\_\_\_

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is:

**B6**

My assigned Alien number is:

**B6**

I was detained by Border Patrol Agents at or near:

Hidalgo, TX

I was detained by Border Patrol Agents on or about:

5/2/14

My age at the time I was detained:

15

FINS #:

Event #:

Border Patrol Agent:

Supervisor:

Location of Border Patrol Agent:

I, **B6**, declare and affirm that the following took place:

When we were in the holding cell, they called our names when it was time to leave for the plane. They told us to kneel on a ~~bench~~ bench face the wall while they shackled our ankles. Then they told us to turn around and face them while they shackled our hands. They then walked us to the bus. When we arrived at the plane, we got off the bus and they removed the shackles, and we walked to the plane freely.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

Signature

Date \_\_\_\_\_

I, B6, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0244 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 9:03:44 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the  
OIG has a special interest and may exercise active oversight of this investigation by requesting  
periodic updates and a copy of the investigative findings, to include but not limited to final  
disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is  
reportable under Management Directive 0810.1, you are required to notify this office of that  
information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0244 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received  
email correspondence from the National Immigrant Justice Center (NIJC), Esperanza  
Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice),  
Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation  
Project on behalf of 116 unaccompanied alien child (UAC) complainants. NIJC wrote on  
behalf of UAC [REDACTED], age 15. EARM records  
show that the UAC was apprehended by Border Patrol on May 2, 2014 near Hidalgo,

Texas in the Rio Grande Valley Sector and taken to the Harlingen Station for processing before being transported to the Fort Brown Station. On May 9, 2014 the UAC was transferred to HHS ORR custody in Chicago, Illinois. The UAC was in custody for 7 days. He complained of being in a 3 point shackle while he was transported to ORR custody.

**B6**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B6**

[s.hq.dhs.gov](https://www.dhs.gov/s.hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0242 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 9:12:28 AM  
**Attachments:** [image001.gif](#)

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11410910

*cid:536173921@02032009-313E*



The Office of Inspector General will investigate this matter. Please do not authorize or take any action concerning this matter without first conferring with this office. Discussion of this matter should be limited to persons having an official need-to-know. Any press inquiries regarding this matter should be directed to this office.

If you have any questions concerning this matter, you may contact [REDACTED], Acting Assistant Inspector General for Investigations at [REDACTED]

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0242 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC [REDACTED], age 15. EARM records indicate that the UAC was apprehended by Border Patrol on January 12, 2014 near Hidalgo, Texas in the Rio Grande Valley Sector and taken to the Brownsville Station for processing. On January 15, 2014 the UAC was transferred to HHS ORR custody. The UAC alleges that a CBP agent called

her a liar when she told him her age. She says the water tasted like chlorine and when she asked for a blanket the agent repeatedly called her a slut. The UAC was not fed for a day. When she and others asked for food, an agent swore at them and ate a Snickers bar in front of them while calling them sluts and telling them that he hoped their plane would crash. [REDACTED] alleges that CBP agents pressured her to sign her deportation papers and woke the UACs up every 30 minutes. [REDACTED] states that she was not allowed to shower and when placed in 3 point shackles they were painfully tight. Additionally, After CBP transferred the UAC to ORR custody, she reported that one of the girls with whom she was detained was covered in bruises on her chest and face. The girl initially claimed her injuries had occurred when she fell. When pressed, however, the girl admitted that when she was apprehended, a CBP official took her into a cave and raped her. The girl said that she was afraid to come forward or make a complaint because the CBP official threatened her.

NOTE: The sexual assault, mentioned in the handwritten Spanish complaint, was left out of the translation provided by Esperanza.

[REDACTED]  
*Office for Civil Rights and Civil Liberties*  
*Department of Homeland Security*

[REDACTED]  
[REDACTED] [.hq.dhs.gov](mailto:[REDACTED].hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0246 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 8:36:27 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:20 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0246 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. Esperanza wrote on behalf of UAC [REDACTED], age 16. According to EARM records, the UAC was apprehended by Border Patrol on May 6, 2014

near Falfurrias, Texas in the Rio Grande Valley Sector and transported to the Falfurrias Station for processing. Records show the UAC was transferred to HHS ORR custody on May 11, 2013. The UAC claims that when she was apprehended BPAs yelled at her, insulted her, and said she was lying about her age. She claims that over her 9 days in custody she spent time in 5 different facilities. The food provided was moldy bread and made her sick. When she asked for medication she was denied. When she vomited an agent said she was pregnant and called her a "dirty liar". The UAC alleges that the facilities were cold and that she was not provided a blanket. The bathrooms were dirty and no privacy. She states that used sanitary napkins and soiled toilet paper covered the floor. The only water she had was from the bathroom sink.

**B6**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B6**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] a (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0255 (Part of UAC bundle)  
**Date:** Monday, June 30, 2014 8:29:56 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:47 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0255 (Part of UAC bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza wrote on behalf of UAC [REDACTED], age 11.

According to EARM records, on May 1, 2014 he was apprehended by Border Patrol in Hidalgo, Texas, the Rio Grande Valley Sector, and then transported to the Harlingen Station for further processing. The UAC alleges that he was in custody for 8 days, the water tasted like chlorine, he only received one juice to drink, the cell was cold, and he did not receive hygiene items. In addition, food made his stomach hurt for two days, but when he told an agent, the agent yelled at him. According to EARM records, the UAC was in custody for 7 days, and then transferred to HHS ORR custody on May 8, 2014.

**B6**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B6**

[.hq.dhs.gov](http://hq.dhs.gov)

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Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **R6** \_\_\_\_\_

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: **R6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #. (if you have one and it's available): **R6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **R6** (see above) \_\_\_\_\_

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: **R6** \_\_\_\_\_ Associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **R6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Hidalgo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    | <input type="checkbox"/> Not sure which DHS office  |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Non-DHS employee working under the authority of DHS (e.g., 287g officer) |
| <input type="checkbox"/> Customs Officer                                 | specify: _____  |
| <input type="checkbox"/> Border Patrol Agent                             |   |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      |   |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ No

If so, has anyone responded to your complaint?

☐ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ Is there any other information you want us to know about or consider?

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

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- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.



### COMPLAINT AFFIDAVIT

My full and complete name is: **B6**

My assigned Alien number is: **B6**

I was detained by Border Patrol Agents at or near: Hidalgo, TX

I was detained by Border Patrol Agents on or about: April 25, 2014

My age at the time I was detained: 14 FINS # **B6**

Event #: **B6**

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, **B6** declare and affirm that the following took place:

I came to the US from El Salvador because I was being harassed by gang members and was scared that they could kill me. I hardly left my house after dark because I was scared of what could happen to me. I came to reunite with my mother and to go to school. I was detained at the border in two hieleras for four days. I was very cold, hungry, and scared; the officers yelled in English a lot, and I did not understand what was happening to me. I was very quiet in the hieleras and never misbehaved. I never talked back to any officer. When I was leaving the hielera I was handcuffed at my waist, ankles, and wrists. I do not understand why I was shackled. I felt terrible; I felt like a criminal. The shackles were tight and hurt my ankles; it was very hard for me to walk. Once the plane was in the air they removed the shackles.



I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge.

**I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B6**

Signature

28-05-2014

Date

I, **B6** hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

05/23/2014

Date

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0253 (Part of UAC bundle)  
**Date:** Monday, June 30, 2014 8:38:11 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED]  
[REDACTED] Friday, June 27, 2014 4:21 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0253 (Part of UAC bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. Esperanza wrote on behalf of Unaccompanied Alien Child (UAC) [REDACTED], a 14 year old national of Guatemala. She claims that upon apprehension, CBP confiscated not

only her gold necklace but also her asthma medication. While in detention, the UAC's asthma became aggravated. When she had her first asthma attack the guards told her that if she was faking she would be punished. After receiving medical care, the doctor gave her another inhaler and pills, witch BP agents again confiscated. **B6** alleges that they only allowed her access to the inhaler after she began to have a full blown asthma attack. She claims she had multiple attacks during her time in detention. The UAC also claims that when she told the agents she had not received any food they told her to suck it up. Additionally, the UAC complains about the lack of privacy in the bathroom and the lack of space in a tiny cell with 78 other minors. According to EARM records, **B6** was apprehended on April 19, 2014 near Hidalgo, Texas in the Rio Grande Valley Sector and taken to the Weslaco Station for processing.

**B6**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B6**

[.hq.dhs.gov](http://hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*



**Department of Homeland Security (DHS)**  
**Office for Civil Rights and Civil Liberties**

**Civil Rights Complaint**

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

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- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

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## Complaint Information

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① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6**  
First and Middle Last  
Phone #: Cell: see attorney info below Home:                      Work:                       
Please note that we may contact you at the provided numbers.  
Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip  
Date of Birth: **B6** Email (optional): see attorney info below  
Alien Registration #: (if you have one and it's available): **B6**

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

Facility name

Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: **B6** Associate Director of Litigation  
First Last Job title  
Organization (if any): National Immigrant Justice Center  
Phone #: Cell:                      Home:                      Work: **B6**  
Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Laredo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    | <input type="checkbox"/> Not sure which DHS office                    |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Non-DHS employee working under the authority |
| <input type="checkbox"/> Customs Officer                                 | of DHS (e.g., 287g officer)   |
| <input type="checkbox"/> Border Patrol Agent                             | specify: _____  |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      |   |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

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Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*



- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

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Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

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You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: **B6**

My assigned Alien number is: **B6**

I was detained by Border Patrol Agents at or near: Laredo, TX

I was detained by Border Patrol Agents on or about: May 1, 2014

My age at the time I was detained: 16 FINS #: **B6**

Event #: **B6**

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, **B6**, declare and affirm that the following took place:

I came to the USA because El Salvador is very violent and I was being threatened. Gang members tried to force me to deliver drugs and to carry a gun, I did not want to do this so I fled El Salvador. I turned myself into Immigration because my guide told me that I had to. Immigration asked me basic questions about myself and then I was taken to the hieleras. I was in two hieleras for about four days. In the first hielera I asked an officer for water, I was so thirsty I had not drank a lot during my journey, he got very mad at me and said something in English. He did not give me any water. The other people in my cell were very hungry, we had not eaten in many hours. Some people asked for food and once again the officer got mad and he did not give us food until the next day. In the second hielera I was woken up one morning by an officer yelling in Spanish "get up you fuckers!" There were a lot of people in my hielera and we made some noise when we got up. The officer got very mad about how loud we were being. He came over and in Spanish addressed our whole hielera saying "who was yelling? Who was yelling? Who was yelling?" He was clearly very mad. He singled me out and pointed at me and



said " asshole, who was yelling in here?" I did not think anyone had been yelling. I stayed silent because I was very scared of this man and did not know what to say. He then said "okay fucker if you don't tell me I am going to take away your blanket" and walked away. My blanket was never taken away from me, but for the rest of my time in the hielera I was very scared. I thought they might take away my blanket or leave me in the hielera for extra days as punishment. All the officers made me feel very bad, I did not like being sworedd at or yelled at.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).

B6

Signature

05/27/2014

Date

I, B6, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

B6

Signature

05/27/2014

Date



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

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(fill in what you can)

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*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: **B6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: **B6** \_\_\_\_\_ Associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

*Continue on an additional page, if needed.*



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other):* \_\_\_\_\_

City: near Laredo

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply):*

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* : \_\_\_\_\_

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ No

If so, has anyone responded to your complaint?

☐ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ Is there any other information you want us to know about or consider?

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: B6

My assigned Alien number is: B6

I was detained by Border Patrol Agents at or near: Laredo, Texas

I was detained by Border Patrol Agents on or about: May 6, 2014

My age at the time I was detained: 17 FINS #: B6

Event #: B6

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B6, declare and affirm that the following took place:

I was detained at the border around May 6, 2014. I traveled from Honduras with my five-month old daughter, B6. I came to the United States to provide for my daughter. I was in the *hielera* for about seven days. I knew about how much time I was there because I would ask the officer what day it was.

The food was very bad. It was bread and they told us turkey meat. I have eaten turkey meat in other places and it tastes good, but the one there was horrible. I did not really eat anything all those days. I fainted three times I think. When I told the officers that it was because of the food they told me, "what do you want, no one told you to come here." In a mocking voice he told me "do you want me to bring you McDonald's or Pizza Hut?"

A friend that was also detained in the *hielera* told me that when I fainted one time, the officer did not support me as I was falling down and I hit the ground. I don't remember if this happened, but I do know I fainted.

I think because I was not eating enough I was struggling with my milk supply and I know my daughter was hungry. I kept asking the officers to give me juice for my daughter because she was hungry but they ignored me. They never gave me that juice I asked for. They never offered me formula or anything else to make sure my daughter was ok. My daughter cried a lot. When I tried to feed her the officer would also tell me that I needed to do it inside the cell because they

did not want me to breast feed in front of the officers. It was difficult to coordinate this when all I wanted was for my daughter to be well and not be hungry.

Most of the time the officers gave me diapers for my daughter but there were times when I had to wait up to three hours asking them over and over that I needed to change my daughter.

The cells were really cold and my daughter did not have a lot of clothes to cover her from the cold. I kept telling the officers that I needed blankets for my daughter but they did not listen. My daughter developed a fever and they took us to the hospital soon after that. In the hospital they gave me a blanket for my daughter and later on a woman officer also gave me another blanket.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).

**B6**

Signature

5/27/14

Date

I, **B6**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

5/27/14

Date



## COMPLAINT INFORMATION

### 1. Information about the person who experienced the civil rights/civil liberties violation

Name:

**B6**

Date of Birth:

**B6**

Please contact me through the organization filing this complaint on my behalf. Esperanza Immigrant Rights Project has my current contact information and can facilitate any necessary follow-up.

### 2. Information about the person filling in this complaint on behalf of the complainant

Name:

**B6**

Program Director

*First*

*Last*

*Job title*

Organization: Esperanza Immigrant Rights Project

Phone #: Work:

**B6**

Mailing address: 1530 James M. Wood Blvd., Los Angeles, CA 90015

### 3. What happened?

**B6**

**B6** stopped going to school after sixth grade. She worked as a live-in maid for a family where she cooked, cleaned, and washed clothing. She not only supported herself, but also her family. **B6** sent her family most of the money she earned. At sixteen years of age, border agents apprehended her crossing the US-Mexico border in her search for a better life. She was held in a freezing cold cell. The only water provided tasted of bleach and she did not receive needed medical treatment.

### 4. Who treated you unfairly? Customs and Border Protection

### 5. Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint? No





Catholic  
Charities  
of Los Angeles, Inc.

### WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date: 12/04/2014

Name:  
DOB:

**B6**

A#:

**B6**

I authorize the Esperanza Immigrant Rights Project or any of its duly authorized representatives to use my personal story and identifying information in their filing of a group CRCL/OIG complaint against ICE/CBP.

I understand that the filing of the complaint does not initiate representation for immigration purposes. An attorney from Esperanza will not accompany me to court unless I have an independent representation agreement with Esperanza. My participation is voluntary and willing and does not guarantee a specific outcome for immigration purposes.

I understand that this consent expires one year from the date of my signing and I may withdraw my consent at any time.

BY SIGNING THIS AGREEMENT, I INDICATE MY UNDERSTANDING AND AGREEMENT WITH ITS ENTIRE CONTENTS.

IF I DO NOT READ AND UNDERSTAND ENGLISH, THIS AGREEMENT HAS BEEN READ TO ME IN THE spanish LANGUAGE BY **B6** (print name) AND I UNDERSTAND AND AGREE WITH ITS ENTIRE CONTENTS.

**B6**

Signature

12/17/14  
Date

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0254 (Part of UAC bundle)  
**Date:** Monday, June 30, 2014 8:31:58 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:47 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0254 (Part of UAC bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien children (UAC) complainants. NIJC wrote on behalf of UAC [REDACTED] age 17. According to EARM records, on May 6, 2014 she was apprehended by Border Patrol in Laredo, Texas, the Rio Grande Valley Sector, and then transported to the Laredo South Station

for further processing. The UAC alleges that her and her 5 month old baby, [REDACTED] [REDACTED], were in custody for 7 days. In addition, the turkey sandwich was bad, so she did not eat and fainted 3 times, but the agents did not help her and mocked her for coming to the U.S. The UAC also alleges that her milk supply struggled, so the baby was hungry, agents denied requests for juice and formula for the baby, and she was only allowed to breastfeed inside the cell. Also, she had to wait sometimes up to 3 hours after she requested diapers to change her daughter. The cell was cold, and she was denied a blanket for her baby, causing the baby to develop a fever, and then an agent took them to the hospital where she was finally given a blanket. According to EARM, the UAC was in custody for 6 days, and then transferred to HHS ORR custody in Chicago, Illinois on May 12, 2014.

[REDACTED]  
*Office for Civil Rights and Civil Liberties*  
*Department of Homeland Security*

[REDACTED] [hq.dhs.gov](http://hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email*



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Retaliation against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.





## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **R6** \_\_\_\_\_  
First and Middle Last

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

Date of Birth: **R6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **R6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_  
Facility name Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **R6** see above

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **R6** \_\_\_\_\_ Associate Director of Litigation  
First Last Job title

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **R6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*:

City: near Hidalgo

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* :

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: **R6**

My assigned Alien number is: **R6**

I was detained by Border Patrol Agents at or near: Hidalgo, TX

I was detained by Border Patrol Agents on or about: December 3, 2013

My age at the time I was detained: 14 FINS #: \_\_\_\_\_

Event #: \_\_\_\_\_

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, **R6** declare and affirm that the following took place:

I am 14 years old and am from Honduras. I left home to be reunited with my mom, step dad and two brothers. My mom left Honduras when I was two and half years old. I speak to her often but have not seen her since then. My two younger brothers are both United States Citizens. I was detained near Hidalgo, Texas when I tried to enter the U.S. to be with my family.

After crossing the Rio Bravo, I was walking with a group of other people by a road. A patrol car drove by us and stopped and asked us for our names and papers. I was taken to a hielera and I was there for almost one day. The next morning, the officers there then made me get in a van and I was taken to a different hielera for two days. I also was in one more hielera also for two days. In the hieleras we were given a small sandwich, an apple, and a juice cup three times a day. It was not much food so I was hungry. Also, they never turned the lights off so it was hard to sleep at all. There were about six of us in the same little room and we had to sleep on the floor without blankets. In the third hielera there was an officer who scared me. He said mean things and he would yell a lot. When we were going to the airport he told me and the other kids that he hoped our plane would crash. He made hand movements and noises to show the plane going up in the air and then crashing down. He also told us that we should be scared because we were going to have to get a lot of shots in our arms and that they were going to hurt a lot.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this**

complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).

**B6**

Signature

5-28-2014

Date

I, **B6**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

5/28/14

Date

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0228 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 10:17:22 AM  
**Attachments:** [image001.png](#)

---

FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the  
OIG has a special interest and may exercise active oversight of this investigation by requesting  
periodic updates and a copy of the investigative findings, to include but not limited to final  
disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is  
reportable under Management Directive 0810.1, you are required to notify this office of that  
information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Wednesday, June 25, 2014 1:32 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0228 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received  
email correspondence from the National Immigrant Justice Center (NIJC), Esperanza  
Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice),  
Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation  
Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza  
wrote on behalf of UAC [REDACTED], age 13. According  
to EARM records, on April 12, 2014 he was apprehended by Border Patrol in La Grulla,



Texas, the Rio Grande Valley Sector, and then transported to the Rio Grande City Station for further processing. The UAC states that he fled El Salvador because of death threats from gangs, but EARM does not note that he claimed credible fear. The UAC alleges that he was in custody for over 72 hours, he was denied water and food for a full day after apprehension, the cell was cold, his property was not returned, and the bathroom was in full view of the other detainees. According to EARM, he was in custody for 1 day, and then transferred to HHS ORR on April 13, 2014.

Thank you.

**B6**

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

**B6**

[\[REDACTED\]@hq.dhs.gov](mailto: [REDACTED]@hq.dhs.gov)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6**

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: **B6** Email (optional): see attorney info below

Alien Registration #. (if you have one and it's available): **B6**

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: **B6** associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6**

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Rio Grande City State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    |   |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Not sure which DHS office                    |
| <input type="checkbox"/> Customs Officer                                 | <input type="checkbox"/> Non-DHS employee working under the authority |
| <input type="checkbox"/> Border Patrol Agent                             | of DHS (e.g., 287g officer)   |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      | specify: _____  |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_

☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*



- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.



### COMPLAINT AFFIDAVIT

My full and complete name is: **B6**

My assigned Alien number is: **B6**

I was detained by Border Patrol Agents at or near: Rio Grande City, TX

I was detained by Border Patrol Agents on or about: \_\_\_\_\_

My age at the time I was detained: 17 FINS #: **B6**

Event #: **B6**

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, **B6**, declare and affirm that the following took place:

I crossed into the United States by the river. I was lying on the ground and immigration grabbed me by the shirt and told me that if I attempted to run away the dogs would bite me. They put me in a car with about eight other people. They brought us to a place where they took away our belongings. I had three t-shirts with me and they threw one away.

I went to one "hielera" (holding center) for about two hours and was brought to another for four days.

They shackled me by my hands, waist and feet when I was in the last hielera for about an hour. They took them off once I was on the plane. It was very painful to wear the Shackles. I was also sick and needed to blow my nose, but was unable to.

I did not tell immigration that it was painful because they didn't care for us and would have been mad.

I never tried to escape from immigration and was not sure why I was shackled.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B6**

Signature

5/2/14

Date

**B6**

I, ~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~ hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

5/12/2014

Date

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0261 (Part of UAC Bundle)  
**Date:** Monday, July 07, 2014 10:08:04 AM  
**Attachments:** [image001.png](#)

---

This complaint was also referred to ICE-OPR

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Tuesday, July 01, 2014 10:45 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0261 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 unaccompanied alien child (UAC) complainants. NIJC wrote on behalf of UAC [REDACTED] age 14. According to EARM records, the UAC was apprehended in Arizona and taken to the Douglas Station for processing on April 17, 2014. He was transferred out of CBP custody on April 19, 2014.

The UAC states that he was detained for three days in three different facilities. He was fed once a day and he complains of his cell being cold and not having a blanket.

Thank you.

**B6**

Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

**B6**

[.dhs.gov](#)

*This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of the General Counsel before disclosing any information contained in this email.*

**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0240  
**Date:** Monday, June 30, 2014 9:22:55 AM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the  
OIG has a special interest and may exercise active oversight of this investigation by requesting  
periodic updates and a copy of the investigative findings, to include but not limited to final  
disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is  
reportable under Management Directive 0810.1, you are required to notify this office of that  
information before any additional investigative steps are taken.

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**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 1:59 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0240

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received  
email correspondence from the National Immigrant Justice Center (NIJC), Esperanza  
Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice),  
Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation  
Project on behalf of 116 unaccompanied alien children (UAC) complainants. Esperanza  
wrote on behalf of UAC [REDACTED], age 15.  
According to EARM records, on May 8, 2014 she was apprehended by Border Patrol in

Hidalgo, Texas, the Rio Grande Valley Sector, and then transported to the McAllen Station for further processing. The UAC alleges that she was in custody for 10 days in two different Stations, the cells were cold, water tasted like chlorine, and food was only provided twice a day, which made her ill. In addition, the agents would hit the cell with their baton so they could not sleep and she was separated from her family at the Station. According to EARM, she was in custody for 7 days, and was transferred to HHS ORR custody on May 15, 2014

**B6**

*Office for Civil Rights and Civil Liberties  
Department of Homeland Security*

**B6**

[.hq.dhs.gov](http://hq.dhs.gov)

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**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] (CTR); [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0257 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 3:58:48 PM  
**Attachments:** [image001.png](#)

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FYI, This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

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**From:** [REDACTED] (CTR)  
**Sent:** Monday, June 30, 2014 10:14 AM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0257 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. Esperanza wrote on behalf of Unaccompanied Alien Child (UAC) [REDACTED], a sixteen year old Guatemalan national, and her infant son. On May 2, 2014, they were

apprehended by CBP in the Rio Grande Valley Sector. The UAC alleges that she and her infant were placed in a cell so crowded she could not sit. She claims that she and her son did not have a blanket for most of their time in custody. The UAC says she saw other women with babies asking the agents for milk but never receiving any. Children were allegedly crying from hunger. EARM records indicate that the UAC was taken to McAllen, Texas and then Brownsville, Texas for processing after apprehension. EARM records also indicate that [REDACTED] was transferred to HHS ORR custody on May 7, 2014.

Thank you.

[REDACTED]  
Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

[REDACTED]  
[REDACTED] [.hq.dhs.gov](mailto:[REDACTED].hq.dhs.gov)

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Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Retaliation against complainants to CRCL is unlawful; if you feel you have been a victim of retaliation, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6** \_\_\_\_\_  
First and Middle Last

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

Date of Birth: **B6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #. (if you have one and it's available): **B6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? \_\_\_\_\_  
Facility name Facility address

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: **B6** \_\_\_\_\_ Associate Director of Litigation  
First Last Job title

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604  
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

*Continue on an additional page, if needed.*

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other):* \_\_\_\_\_

City: near McAllen

State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply):*

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)\*

☐ Customs Officer

☐ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☐ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)\*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify)* : \_\_\_\_\_

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer) specify: \_\_\_\_\_

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

PO Box or Street address

City

State or Country

Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*



- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

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- ⑨ If you have problems understanding this form or any other question, contact CRCL:

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Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

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You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: **B6**  
My assigned Alien number is: **B6**  
I was detained by Border Patrol Agents at or near: McAllen, Texas  
I was detained by Border Patrol Agents on or about: April 24, 2014  
My age at the time I was detained: 15 FINS #: N/A  
Event #: N/A  
Border Patrol Agent: Unknown Supervisor: Unknown  
Location of Border Patrol Agent: Unknown

I, **B6** declare and affirm that the following took place:  
I was apprehended by CBP around April 24, 2014 near McAllen, Texas. I was then taken to a cell with other minors called a hielera. I was in a cell with around 36 other minors. The officers there were mean to us and they yelled at us to be quiet, even though no one was talking loudly. One officer yelled and said that this was his country and he's in charge. He yelled this in Spanish two times. He had dark hair and lots of tattoos on his hands. I also saw him make kids stand up against a wall for a long time as a punishment. I was in the hieleras for around four days. After that, I was three-point shackled on the way to a shelter in Chicago for around three hours. All of the kids my age were shackled as well. The shackles were too tight around my ankles and they hurt me. I felt like my feet were burning from the pain. I told the officers that the shackles were too tight, but they just told me that they were fine and that I had to deal with it. They didn't adjust them.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B6**

Signature

6/9/2014

Date

I, **B6**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

6/9/2014

Date



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

### CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

### Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.





## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6** \_\_\_\_\_

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: **B6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N Broadway, Chicago, IL 60640

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** \_\_\_\_\_ (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **B6** \_\_\_\_\_ Associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.

**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: \_\_\_\_\_

City: near Hidalgo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    |   |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Not sure which DHS office                    |
| <input type="checkbox"/> Customs Officer                                 | <input type="checkbox"/> Non-DHS employee working under the authority |
| <input type="checkbox"/> Border Patrol Agent                             | of DHS (e.g., 287g officer)   |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      | specify: _____  |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*



- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

COMPLAINT AFFIDAVIT

My full and complete name is:

B6

My assigned Alien number is:

B6

I was detained by Border Patrol Agents at or near: Hidalgo, TX

I was detained by Border Patrol Agents on or about: February 20, 2014

My age at the time I was detained: 17

FINS #:

B6

Event #:

B6

Border Patrol Agent:

Supervisor:

Location of Border Patrol Agent:

I, B6, declare and affirm that the following took place:

Immigration found me just past the river and took me to the nieleras. They asked me how old I was and I said I did not know, but I thought I was 18 years old. Since I told the officer I was 18, I was transferred to a center for adults in Texas. I was there for about one month. I went in front of a judge and received a deportation order. I was then transferred to Georgia for about two months to wait to be deported. The other prisoners mistreated me. They asked me how old I was and I told the truth; that I did not know. They would call me names, they would call me small (chaparro). I am very short and the fact that they made comments about my size and my body made me very nervous. I thought that they could physically harm me if they wanted to. They would say I was dumb because I didn't know how old I was. I was very scared to talk to the adults, I stayed in my bed as much as I could to avoid talking to them and to stay away from them. They would get into physical and verbal fights inside our cell and it scared me a lot. The adults talked about very bad things like sex and drinking alcohol, I did not like it when they talked about these things, it made me feel very bad. While I was in Georgia my



brother contacted the consulate in Guatemala and got my birth certificate. It proved that I was only 17 years old. Once my birth certificate came in I was put in a cell by my self for two days before being transferred to Chicago.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. **I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).**

**B6**

Signature

05/27/2014

Date

I, **B6**, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

**B6**

Signature

05/27/2014

Date



Department of Homeland Security (DHS)  
Office for Civil Rights and Civil Liberties

## Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

*The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.*

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The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

**Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.**

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see [www.dhs.gov/eeo](http://www.dhs.gov/eeo).)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

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- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
- ☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.



## Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: **B6** \_\_\_\_\_

*First and Middle*

*Last*

Phone #: Cell: see attorney info below Home: \_\_\_\_\_ Work: \_\_\_\_\_

Please note that we may contact you at the provided numbers.

Mailing Address: c/o National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

Date of Birth: **B6** \_\_\_\_\_ Email (optional): see attorney info below

Alien Registration #: (if you have one and it's available): **B6** \_\_\_\_\_

☐ Check here if you are in detention now.

Which facility? c/o ORR Custody, 4822 N. Broadway, Chicago, IL 60640

*Facility name*

*Facility address*

☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information **B6** (see above)

② **Are you filling in this complaint form on behalf of another individual?** If yes, please provide your information.

Name: **DC** \_\_\_\_\_ Associate Director of Litigation

*First*

*Last*

*Job title*

Organization (if any): National Immigrant Justice Center

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: **B6** \_\_\_\_\_

Mailing Address: National Immigrant Justice Center, 208 S. LaSalle St, Ste 1300, Chicago, IL 60604

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.  
See attached.

Continue on an additional page, if needed.



**When did this happen? If ongoing, please indicate when the problem began.**

*(If it happened on more than one date, list all dates):*

See attached.

**Where did this happen?**

Place *(for example, name the detention facility, airport, other)*: Detention Facility

City: near Hidalgo State or Country: Texas

**④ Who treated you unfairly?**

An employee, contractor, or officer of *(check as many as apply)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Citizenship and Immigration Services (USCIS)    | <input type="checkbox"/> Not sure which DHS office                    |
| <input checked="" type="checkbox"/> Customs and Border Protection (CBP)* | <input type="checkbox"/> Non-DHS employee working under the authority |
| <input type="checkbox"/> Customs Officer                                 | of DHS (e.g., 287g officer)   |
| <input type="checkbox"/> Border Patrol Agent                             | specify: _____  |
| <input type="checkbox"/> Federal Emergency Management Agency (FEMA)      |   |
| <input type="checkbox"/> Immigration and Customs Enforcement (ICE)       |   |
| <input type="checkbox"/> Secret Service (USSS)                           |   |
| <input type="checkbox"/> Transportation Security Administration (TSA)*   |   |
| <input type="checkbox"/> U.S. Coast Guard (USCG)                         |   |
| <input type="checkbox"/> Other DHS program <i>(specify)</i> :            |   |

\*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: [www.dhs.gov/trip](http://www.dhs.gov/trip).

**⑤ List anyone else who may have seen or heard what happened.**

*(If you do not know their names, provide whatever details you can)*

Names (or other information, e.g., agency): other unidentified witnesses

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?**

☐ **Yes:** Agency/Office/Court \_\_\_\_\_ Date: \_\_\_\_\_  
☒ **No**

**If so, has anyone responded to your complaint?**

☐ **Yes** ☐ **No**

If Yes, describe what has been done to respond to your complaint:

N/A

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

*Continue on an additional page, if needed.*

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Spanish

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

**E-mail:** [crcl@dhs.gov](mailto:crcl@dhs.gov)  
**Phone:** Local: 202-401-1474 or  
Toll Free: 866-644-8360  
**TTY:** Local TTY: 202-401-0470  
Toll Free TTY: 866-644-8361  
**Fax:** 202-401-4708

**By U.S. Postal Service:**  
Department of Homeland Security  
CRCL/Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop #0190  
Washington, DC 20528

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to [crcl@dhs.gov](mailto:crcl@dhs.gov). Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to [crcl@dhs.gov](mailto:crcl@dhs.gov), or mail to the address listed above.)

## Keep a copy of this complaint for your records.

### Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to [www.dhs.gov/crcl](http://www.dhs.gov/crcl).

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.

### COMPLAINT AFFIDAVIT

My full and complete name is: B6

My assigned Alien number is: B6

I was detained by Border Patrol Agents at or near: Hidalgo, Texas

I was detained by Border Patrol Agents on or about: May 9, 2014

My age at the time I was detained: 15 FINS #: B6

Event #: B6

Border Patrol Agent: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location of Border Patrol Agent: \_\_\_\_\_

I, B6 declare and affirm that the following took place:

I was detained at the border around May 9, 2014. I traveled from Guatemala with my two-year old son, B6 I came to the United States in search of a better life.

B6 father has not provided for him and he does not try to see his son. Most of my immediate family is here in the United States and I came because I know here I will have their support. I have no one back in Guatemala who can be there for me and B6 I was in the first facility for about a day. In the second *hielera* I was there around seven days. Just thinking about this place makes me shiver and feel nausea.

It was difficult to tell time but I can approximate how many days based on the times we were given meals. Our scheduled meals always took place at approximately 6am, 1pm, and 6pm. The meals were always the same, bologna sandwiches, apples and juice. The sandwich was just not good and it was cold. I did not like the bologna and when I asked the officer to just give me the bread because the smell of the bologna made me sick they told me they could not do that. I mainly ate the apples and the juice and nothing else while I was there.

We would sleep on the hard floor and when I asked for blankets they would not provide me one. They did give me a space blanket, which everyone referred to as the aluminum blankets, but they were not enough for the cold.



I also would ask the officer to allow me to call my family but they would tell me "today is not a day to make calls." Some other people were allowed to make calls but I was not.

The bathrooms were very dirty. Although there were custodians that came in to clean the bathrooms, those of us who were detained had to also clean them. It smelled really bad.

Most of the time I was provided with diapers for my son but there were two times when I ran out and my son needed changing and it took hours for the officers to provide me diapers. I had to keep knocking and telling them I needed them.

In that second *hielera* an officer would scream at us if we complained. He would say it was not his fault we were having a bad time. He would ask us "what are you looking for in the United States? No one told you to come here." I was scared but I knew I had to just accept it.

By the third day in this second *hielera* the cold was getting to me and I started feeling sick. I would knock on the door so that officers would come and I would ask them to give me medicine to feel better but they ignored me or they would tell me that they did not have any medicine there and could not provide me anything. **RA** also started getting very sick and by the fifth day or so he had developed a fever. It was not until a female officer heard my pleas that they took us to the hospital. After the hospital, we returned to another facility for just about an hour. We then took a bus to an airport and a plane that took us to Chicago.

I declare and affirm under penalty of perjury that the content of this declaration is true and correct to the best of my knowledge. I authorize any agency or entity receiving this complaint or a copy of this complaint to release any and all information about this complaint or its investigation to the National Immigration Justice Center (NIJC).

B6

Signature

5/27/14

Date

I, B6, hereby declare under penalty of perjury that I am competent in both English and Spanish, and have translated to the best of my abilities the foregoing affidavit from Spanish to English.

B6

Signature

5/27/14

Date



**From:** [CRCL\\_DHSOIGHotline](#)  
**To:** [REDACTED] [CRCL\\_DHSOIGHotline](#)  
**Cc:** [REDACTED]  
**Subject:** RE: CRCL Complaint Number 14-09-CBP-0252 (Part of UAC Bundle)  
**Date:** Monday, June 30, 2014 8:26:02 AM  
**Attachments:** [image001.png](#)

---

This complaint was also forwarded to the Joint Intake Center.

cid:image002.gif@01C9F5A6.3C6F4070



The below allegation is furnished for whatever action that you consider appropriate. However, the OIG has a special interest and may exercise active oversight of this investigation by requesting periodic updates and a copy of the investigative findings, to include but not limited to final disposition.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

---

**From:** [REDACTED] (CTR)  
**Sent:** Friday, June 27, 2014 4:21 PM  
**To:** CRCL\_DHSOIGHotline  
**Cc:** [REDACTED]  
**Subject:** CRCL Complaint Number 14-09-CBP-0252 (Part of UAC Bundle)

DHS OIG,

Summary of new complaint for your review:

THIS MATTER INVOLVES AN UNACCOMPANIED MINOR. On June 11, 2014, CRCL received email correspondence from the National Immigrant Justice Center (NIJC), Esperanza Immigrant Rights Project (Esperanza), Americans for Immigrant Justice (AI Justice), Florence Immigrant and Refugee Rights Project (FIRRP) and the ACLU Border Litigation Project on behalf of 116 UAC complainants. NIJC wrote on behalf of Unaccompanied Alien Child (UAC), [REDACTED] sixteen year old Guatemalan national. On May 9, 2014, she was apprehended near Hidalgo, Texas in the Rio Grande Valley Sector with her two-year old son. She claims she was held in the

first facility for a day and then the second facility for about seven days. The UAC says the food was bad and consisted of a cold bologna sandwich, an apple, and a juice. She could only have the apple and juice because the smell of the bologna made her sick. She claims that she was not allowed to make phone calls and that on two separate occasions when she ran out of diapers for her son it took hours for the agents to give her some. She had to constantly knock and remind them. On the third day in the second facility, the UAC claims she felt sick. When she requested medicine the agents either ignored her or told her they didn't have any. Her son, [REDACTED], also started feeling sick and around the fifth day had developed a fever. When a female officer finally heard her pleas, [REDACTED] and her son were taken to the hospital. According to EARM records, after her apprehension, the UAC was taken to the Brownsville Station. Records also indicate that the UAC was taken to the Valley Baptist Medical Center in Brownsville, Texas on May 16, 2014 for flu like symptoms where she was treated and cleared. That same day the UAC was placed with HHS ORR in Chicago, Illinois.

[REDACTED]  
*Office for Civil Rights and Civil Liberties*  
*Department of Homeland Security*

[REDACTED]  
[REDACTED] [.hq.dhs.gov](mailto:[REDACTED].hq.dhs.gov)

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